



An important data governance process to have is an established data request process that is known and easy to use. This process should provide accurate and trusted information. This infographic describes the life cycle of a data request process including best practices. Often one data request leads to another data request.



INQUIRIES ABOUT DATA

DESCRIPTION

- External Requests
- Internal Requests/Projects
- Search for Existing Reports
- Helping People Find Data or Build Reports (self-service)
- Assigning Requests to Analysts

BEST PRACTICES

- Searchable knowledgebase
- Support for finding data
- Centralize intake of inquiries
- Report request queue



REQUESTS FOR DELIVERABLES

DESCRIPTION

- Extracts, Reports
- Dashboards
- Integrations, APIs

BEST PRACTICES

- Conversations about requirements
- Ask why, not just what
- Templates for capturing requirements
- Specificity matters





ANALYSIS: REPORT DETAILS AND DATA DEFINITIONS



DESCRIPTION

For each metric/element
 Functional Descriptions
 Technical Descriptions
 Review/Approval

BEST PRACTICES

Governed by Data Stewards
 Spec Accessible by all users
 Reuse existing definitions
 Connect Report Specs, Requirements, and Definitions
 Data Quality Rules

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REPORT DEVELOPMENT

DESCRIPTION

Complete Requirements
 Build first draft
 User Testing and Feedback
 Finish Report to match Requirements
 Identify data quality issues

BEST PRACTICES

Feedback from requester
 Conversations with requester
 Update requirements as they evolve
 Have a data quality resolution plan

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REPORT DELIVERY

DESCRIPTION

Deploy for users
 Close request

BEST PRACTICES

Get signoff/approval
 Provide documentation
 Link to knowledgebase
 Workflow to report issues

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DATA GOVERNANCE

Data governance is about best-practices designed to help people access, understand, connect, and effectively use an organization's data across all systems. Data governance provides a clear path from question to answer where everyone shares an understanding of the reported data and what it means. Reports and dashboards facilitate better decision making when data governance is in place and there is trust in the data. Having a data governance solution like the Data Cookbook with its extensive knowledgebase and efficient data request system makes implementing data governance much easier.



The leading data governance solution for higher education, the Data Cookbook is a complete online data governance solution focused on supporting the best practices of data governance. The Data Cookbook makes data governance efforts easier and more beneficial. For more info: www.datacookbook.com



The leader in higher education data management, iData Inc. has helped hundreds of institutions with reporting, data governance, system integration and technology consulting since 2004. The reporting and data governance practice offers strategic and technical reporting services with an effective use of data governance best practices. This approach is supported by the Data Cookbook solution, the leading data governance solution for higher education. The system integration practice offers packaged and custom integration solutions built on the iDataHub enterprise service bus platform, which automates, translates and manages the connections between systems. For more info: www.idatainc.com