

Steps to Data Governance in Higher Ed

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Why data governance?



- Manage risk
- Improve data quality
- Satisfy auditor requirements
- Increase compliance
- Reduce security threats
- Report on data exposure to applications
- Highlight data ownership questions

Data Governance isn't..



- Change management
- Data cleansing or extract, transform and load data (ETL)
- Data warehousing
- Database design
- Database management and administration

Data Governance Defined



- “is the specification of decision rights and an accountability framework to encourage desirable behavior in the valuation, creation, storage, use, archival and deletion of data and information.”

Helen Sun, Oracle

May/2011

DG in the context of IDAM



- Where is sensitive data ?
- Who owns it ?
- How is access granted ?
- Who can see the data ?
- What are acceptable uses of this data ?



A TALE OF THREE SCHOOLS

Data governance in action

Our Data Governance Journey



- BCIT - Sabrina
- UBC - Sebastian
- UVIC - Tracey



BCIT

Data governance in action



How did data governance conversation start at BCIT?



Data ownership?



Who or what systems?



Who can see the data?
What purpose?





Who is part of the IDM governance team?

- Information technology services
- Education
- Financial Services
- Human Resources
- Library Services
- Registrar's Office
- Safety, Security + Emergency Management (SSEM)

What does this group do?

- Provide appropriate access for all employees
- Insure protection of access to BCIT information assets
- Reduce risk of unauthorized access
- Clearly communicated policies and procedures



Outcome of the Governance committee ?

Goal:

Better protect BCIT's information assets through the implementation of processes and a system to manage BCIT identities and system access.

Projects:

- Implement a process for managing contract employees' system access
- Revise Institutional policies and procedures to align with system access rules and requirements
- Standardize and document departmental system access procedures and processes
- Implement role-based standard systems access
- Implement role-based non-standard systems access
- Automate system access request process
- Provide single place to view system access information



UBC

Data governance in action



IAM DG BCNET

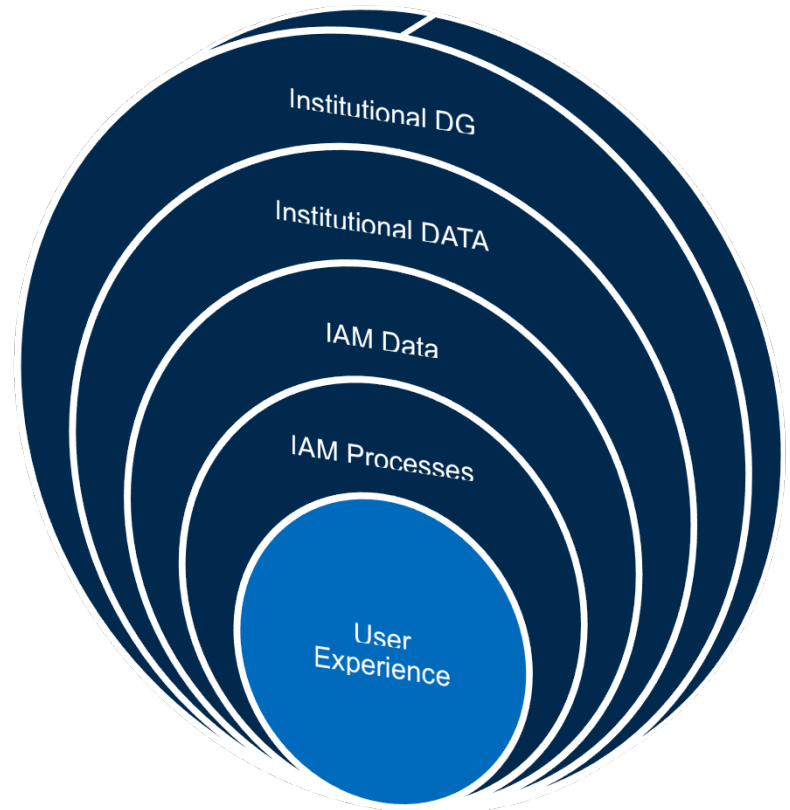
UBC Identity and Access Management



Data Governance VS IAM Data Governance Challenges.

From a UX perspective the need for IAM Data Governance usually outpaces the need to Institutional Level DG.

Yet IAM-DG is a subset of the Institutional, adding to the complexity IAM data typically lives outside its ecosystem.

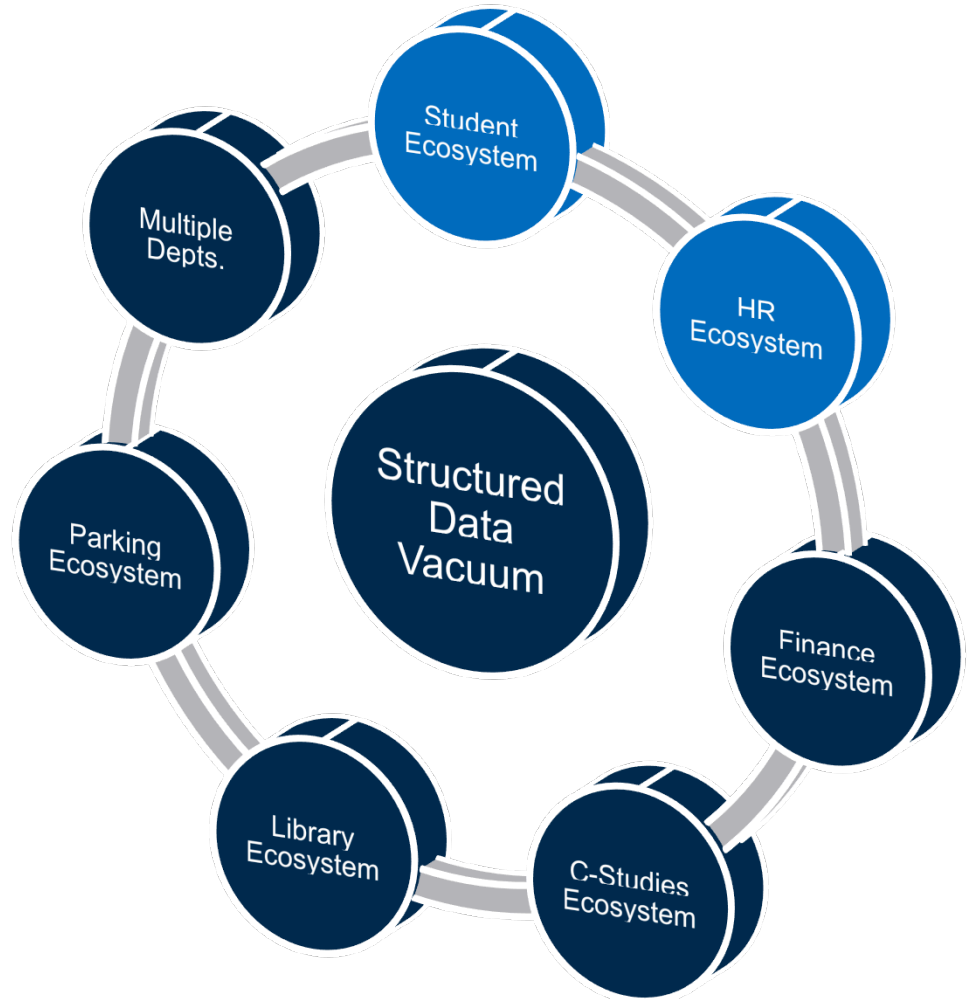


UBC Story

As IAM@UBC moves toward a brokering agent relationship for identity data across the institution; data consistency, structure, and behaviour become evermore paramount.

More than any other silo, IAM crosses traditional boundaries. (ie, Student Data and Finance Data rarely intersect)

If there is no institutional impetus such as ORG Wide ERP then silos will continue to function independently.



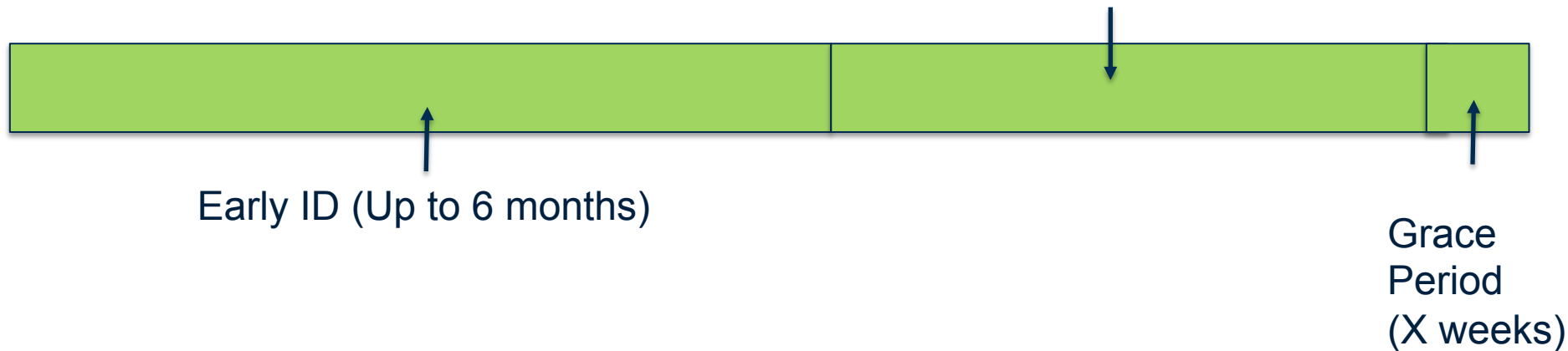
UBC Example of IAM Data requiring Governance.

Governance

- Should classify work as “lead” or “lag”
- What the Grace Period should be?
- Who should it be applied against?
- Periodic Review.
- Should it apply to all systems?

6 month Sessional Appt.

Appointment Duration



Example of Technical Debt as a result of lax governance

- **Need for Job Ranking in HRMS**
- **Approval for Insertion into consumption**
- **No formal review processes, or ownership was set initially so it defaulted to IAM/IT**
- **After discussions it was determined that it would be owned by Compensation, Faculty Relations, and HR.**
- **IAM simply became a consumer**

Name	Empl#	Job Title	Job Code	Dept	Ranking
John Smith	1234	Admin Assit	98765	Housing	30
Jane Hill	3421	Ex Admin	89234	Arts	9
Sally Brown	8278	Dean	67868	Arts	6



UVIC

Data governance in action

UVic story...



- External audit results
- Access management concerns – deprovisioning
 - Employee role-change
 - Employee termination
 - Shared accounts
- Develop an access-certification program with a focus on select ERP resources

Access Certification Program



- “Custom-engineered”
- Oracle reports
- Employee-position reporting
- Issue access reports to Supervisors
- Trouble-tickets to manage

Challenges



- Response rate
- Administrative overhead
- Highest-value ERP resources only
- Employees w/o supervisors ?

Next Steps



- There's got to be a better way!

Dashboard Define Monitor Analyze Manage System Setup

Certifications

Tasks

Manager Certification 4 3:34:27 PM PDT]

Owner Corey Scholefield

Create Date 9/9/14 3:34:27 PM PDT

Exclusions 0

[\[View/Edit Certification Options\]](#)

Access Reviews Completed

Identities Completed

Items Completed

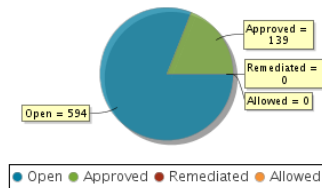


Decision Statistics

Roles

There is no data for this chart.

Additional Entitlements



Policy Violations

There is no data for this chart.

Access Reviews

Filter by Name

Description	Percent Complete	Phase	Phase End	Tags	Certifiers	Due	Sign Date
Manager Access Review for Gary Sagert	0% (0 of 204)	End	11/9/14 3:34 PM		Gary Sagert	10/9/14 3:34 PM	
Manager Access Review for Scott Thompson	100% (139 of 139)	End	11/9/14 3:34 PM		Scott Thompson	10/9/14 3:34 PM	09/09/14 03:38:01 pm
Manager Access Review for David Wolowicz	0% (0 of 390)	End	11/9/14 3:34 PM		David Wolowicz	10/9/14 3:34 PM	

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Access Review Details

Manager Access Review for Scott Thompson

Signed Off on	9/9/14	Current Phase	End
Owner	Scott Thompson	Percent Complete	<div><div></div></div> 139/139 (100%)
Signed By	Corey Scholefield	Revocation Completion	<div><div></div></div> 0/0 (100%)

Access review is complete.

Filter

Legend: Approve Revoke Allow Exception Action Required

Decision	Identity	First Name	Last Name	Description	Application	Account Name	Status	Risk Score	Changes Detected
		Angela	Hong	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	259	New User
		Brenda	Gerth	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	255	New User
		Anne	Knudsen	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	256	New User
		Robert	Fleming	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	254	New User
		Hulya	Saydam	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	258	New User
		Corey	Gibbings	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	256	New User
		Rizwan1	Bashir1	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access - FINANCE		Complete	291	New User
		Dave	Sanderson	Value BAH_FINANCE_C_Q on CLASS_CODE	Banner Access -		Complete	257	New User

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[Show identity view](#) [Export to CSV](#) [Show entitlement descriptions](#)



STEPS

Data governance in action

Steps



1. Identify a champion/sponsor
2. Evaluate the risks
3. Develop a strategy
4. Develop a program
5. Prioritize based on business needs
6. Monitor, measure, improve

Best Practices



1. Take a holistic approach, but start small
2. Obtain executive sponsorship
3. Define data-stewardship during an early stage
4. Establish quantifiable benefits through building a business case
5. Establish, collect, and report on metrics to measure progress
6. Link and build in incentives to award and reinforce participation

IDAM Action Items



- Improve visibility to data / entitlements / access rights
- Establish Governance
 - Certify access / revoke accounts / permissions
 - Schedule access reviews
- Streamline delivery of access
 - Automation / roles / approvals
- Simplify audit reporting



QUESTIONS & DISCUSSION

Data governance in action