

Data Governance and Information Governance: Maximising the institution’s information

There is often confusion about the difference between Information Governance and Data Governance functions. This overview seeks to outline how the services offer specialist support to the institution through their respective lenses.

The most important point to make is -

They are not the same thing

Each area values data in different but complementary ways.

Effective Information Governance and Data Governance allow institution to maximise the value of its information while complying with legislation and regulations to minimise associated risks and costs. They provide a balance between the information needs of the institution and the information rights of individuals.



Here's more detail

	Information Governance	Data Governance
Responsibilities	Duty to uphold adherence to regulatory compliance	Creates accountability for data domains
	Functional knowledge of data processing	Monitors data quality and data lineage for business use
	Control of risks around said processing	Maximises efficiency, usability, and impact of data across the business
	Compliance is mandatory for all staff	

Applicable to	Accessible data*	Material data**
	<i>*Data to which users who have access can store, retrieve, move or manipulate and, that can be stored on a wide range of hard drives and external devices</i>	<i>**Data which holds the highest value to the business, regardless of accessibility. This data has logical connection(s) underpinning critical systems and processes, for which inadequate stewardship would significantly affect business delivery/planning/risk management</i>

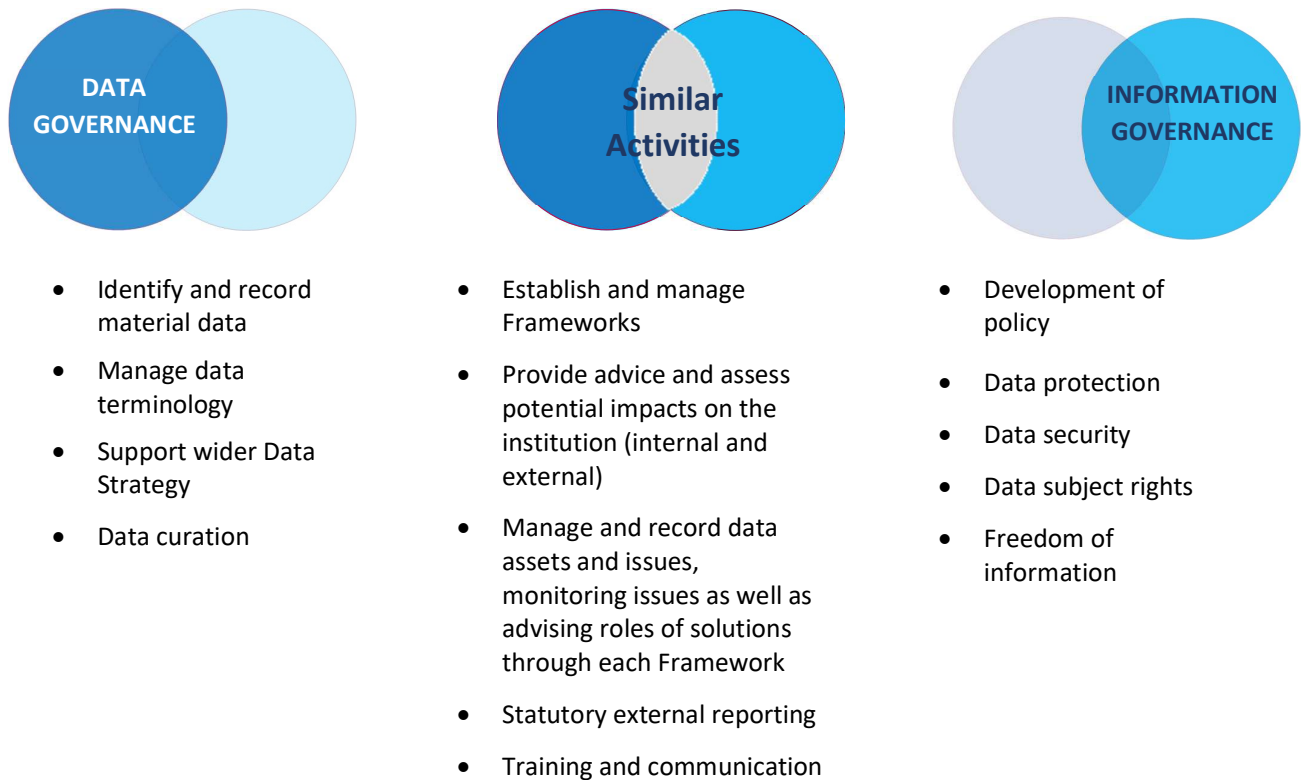
Why do staff think ‘governance’ is one and the same?

Most high-level responsibilities look the same

It is understandable why many staff may be confused. In aggregating each area’s key responsibilities, most would be interpreted as the same.

These high-level descriptions are masking differences in focus

The diagram below illustrates where the confusion may stem from.



The converging nature of this work is only made clear when looking at deliverables making up each headline area of responsibility listed above. The table below provides further detail:

Information Governance	Data Governance
Establish and manage Frameworks	
<p><u>Information Governance Framework</u></p> <ul style="list-style-type: none"> • Development and establishment of the framework and allocation of roles. • Management of the framework including guardianship and forums 	<p><u>Establish and embed the Data Governance Framework</u></p> <ul style="list-style-type: none"> • Work across the Framework to ensure all roles are filled • Support key working groups and boards • Promote Data Governance through the network <p><u>DG Framework support - people</u></p> <ul style="list-style-type: none"> • Support Data Executives to prioritise the remediation of issues • Mentor, support and work alongside Data SROs and Data Stewards <p><u>DG Framework support - general</u></p> <ul style="list-style-type: none"> • Manage the Data Governance portal, including accessibility of information for all roles within the Framework • Data SRO escalation and Data steward issue management • Working across the Framework's extended network to support the remediation of issues
Provide advice and assess potential impacts on the institution	
<p><u>Compliance Advice</u></p> <ul style="list-style-type: none"> • Interpretation of legislation in the context of SHU. • Participate in projects • Wider staff compliance advice <p><u>Data Protection Impact Assessment (DPIA)</u></p> <ul style="list-style-type: none"> • Assess impact of new systems • Standard documentation to complete • Parallel advice (to impact assessment) <p><u>Contract Management</u></p> <ul style="list-style-type: none"> • Providing IG information for bids and tenders • Reviewing and advising on IG elements in contracts and agreements 	<p><u>Data Governance advice and assessment</u></p> <ul style="list-style-type: none"> • Assess impact of new systems • Participate in projects • Provide advice to the wider Institution about managing and governing data • Ensure data chains are documented and understood prior to any data based process changes

Manage/record data assets and issues, monitor issues and advise roles of solutions through each Framework	
<p><u>Information Asset Register (IAR)</u> Support Information Governance Guardian in completing and maintaining the Information Asset Register General management / review of, contents. Include specific analyses e.g. review of security and lawful basis</p> <p><u>Assurance</u> Monitoring IG risk and compliance Undertaking IG focused internal audit</p>	<p><u>Data Quality Issue management</u></p> <ul style="list-style-type: none"> • Manage issue log • Monitor data issues • Triage new data issues • Resolve data issues <p><u>Reporting</u></p> <ul style="list-style-type: none"> • Visualise data issues • Operational reporting - SRO • Strategic reporting – Executive
Statutory external reporting	
<ul style="list-style-type: none"> • Registration with the ICO for the Institution and subsidiary companies • Point of contact for the ICO; respond to requests (including complaints), and consultations • Notification of breaches (which meet the criteria) DPO and others within the Institution 	<ul style="list-style-type: none"> • Interpret external body requirements for statutory data returns, working across the Institution with data experts to create specifications. • Support compilers in structured management of required data to move from point of report to BAU. • Work with stakeholders to establish routine checking mechanisms; issues resolved, impact on external reporting and/or funding assessed.
Training and communication	
<ul style="list-style-type: none"> • E-learning modules (legal duty) • Face-to-face scheduled training available to all staff • Bespoke training packages on request • Staff Communications 	<ul style="list-style-type: none"> • Provide Data SRO and Data Steward induction training • Create and embed internal Data Governance induction training for role changes within the Framework. • Provide a package of broader data governance training to the wider Institution • Introduce a "data literacy" training course to support Data Stewards in their roles

Responsibilities **exclusive** to each area are further detailed below:

Information Governance	Data Governance
<p><u>Development of policy</u></p> <ul style="list-style-type: none"> • Formation and review of IG policies • Contribute to and advise on wider Institution policy e.g. IT Security, HR, Students <p><u>Data Security</u></p>	<p><u>Identify and record material data</u></p> <ul style="list-style-type: none"> • Develop conceptual models of processes • Use conceptual models to support stakeholders identify material domain data • Define, record, and maintain a business data glossary

<ul style="list-style-type: none"> • Ongoing review of security measure and standards with IT (and others where appropriate) • Data security incident management <p><u>Data Subject Rights</u></p> <ul style="list-style-type: none"> • Manage processes through which data subjects could exercise their rights e.g. SARs, data erasure etc. • Development, maintenance, and publication of corporate Privacy Notices • Support staff in the development and maintenance of additional Privacy Notices and Data Protection Notices <p><u>Freedom of Information</u></p> <ul style="list-style-type: none"> • Manage responses to requests • Publication scheme (Directory of the Institution's Information) 	<ul style="list-style-type: none"> • Harmonise terminology for reporting as well as for broader use across the institution. <p><u>Data Curation</u></p> <ul style="list-style-type: none"> • Support staff in curating and accessing data needed for their role, working across the DG framework and with key partners (DPO, IT)
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Opportunities for collaboration

There are workstreams that can be interwoven to minimise expectation from staff engaged within each framework. It is clear Data Governance and Information Governance can support one another as well as the broader Institution. Below are some examples of potential collaboration opportunity:

- Cross-check nominees within each Framework; Information Guardians, Data SROs and Data Stewards. This would highlight individuals holding dual roles which would begin discussions around how these staff members' time could be better utilised in supporting the two frameworks.
- The Data Management Group (to be set-up as part of the Data Strategy) will be an operational group looking at data lifecycle management. The scope of this group should include consideration of both Information and Data Governance perspectives.
- There will be areas of the Data Quality Issues Log (Data Governance) and the Information Asset Register (Information Governance) which could be combined, and/or referenced to each other. Again, this collaborates the two views of data (internal vs external).
- Hold standing items on agenda for each area's respective Framework meetings, subtly exploring communities of practice and provided a more collaborative representation to professional services and Colleges/Faculties/Schools.
- Investigate a single window of entry (intranet presence) to manage the misunderstanding of which area would support for various queries.