



LGITSA

Data Governance Framework and Toolkit Introduction

July 2024

Version 0.1



1. Background

In 2023, LGITSA was successful in applying for funding from the [Local Government Research & Development Scheme](#) – administered by the Local Government Association of South Australia – to commence the development of a Local Government Data Governance Framework.

Developed specifically for South Australian Councils, this Framework came about as an initiative which could assist to guide Councils in their practices around data management and governance. The Framework is intended to provide Local Governments with practical, free and effective toolkit which focusses on data governance, quality and privacy to reducing data-related risks and lift maturity for Councils, as well as more broadly across the sector.

The project builds on the success of the [LGITSA Cyber Security Framework and Toolkit](#), which recognised data governance elements such as identification, classification, and governance as vital steps to embedding good cyber security practices and basic cyber hygiene to ensure Councils know what information and data they hold in order to protect it.

LGITSA acknowledges and thanks the LGA Research and Development Scheme, as well as Robinson Ryan who have partnered with LGITSA to develop this framework and toolkit, providing their expert guidance and leading development of the toolkit documents in conjunction with advice and input from LGITSA board members.

2. Local Government Context

The treatment, handling, protection and utilisation of data varies at different levels of Government in Australia. Local governments deliver a wide range of community-level services, holding data about customers, assets, financials, health, geospatial information and many other domains.

With that broad scope and limited resources, many Councils initiatives around leveraging and controlling data are undertaking in response to compliance and regulatory activities. It is generally considered that while there is a large desire to better leverage data for reporting, insight and future planning, the ability and resources of Councils are limited and can inhibit achieving this potential.

Noting the ever-growing threat of data breaches and malicious actors requiring good governance and protection of data, the rapid rise and attention of Generative AI further compels urgent attention is needed by all Councils to better govern, manage and protect their data.



3. What is included in the toolkit?

The LGITSA Data Governance toolkit has been released with implementation guides, framework documents, policy examples and a range of supporting tools which Councils can pick and use in the most appropriate way to advance the outcomes and effort that are appropriate to them.

Below is an index of documents which are contained in the toolkit at initial release, as at September 2024;

LGITSA Data Governance Framework				
Toolkit	Focus Area	Ref	Documents Contained	
	Introduction	1.1	How to Use This Toolkit	DOC
	Data Governance Framework	2.1	Data Governance Implementation Guide	PPT
		2.2	Data Governance Framework	DOC
		2.3	Business Glossary Guideline	DOC
		2.4	Business Glossary	XLS
		2.5	Data Management Policies	DOC
		2.6	DG Committee ToR	DOC
	Data Quality Framework	3.1	DQ Implementation Toolkit	XLS
		3.2	Data Quality Strategy and Framework	DOC
		3.3	Data Quality Assessment Guideline	DOC
		3.4	Managing Data Issues Guideline	DOC
		3.5	Data Quality & Issue Management Policy	DOC
		3.6	Data Issue Register	XLS
	Supporting Documents	4.1	SA-Government-Data-Maturity-Model---Guide	DOC
		4.2	SA Government Data Maturity Assessment Tool	XLS



4. How can you apply the toolkit to your Council?

The data governance framework is provided as a toolkit with a suite of guidance and toolkits from which Councils can review and select the relevant tools to grow their maturity and advance initiatives to utilise data.

There are many dimensions to data governance, this framework has been developed to focus on the dimensions of data governance, data quality and data security, based on guidance and best practice advice contained within the Data Management Book of Knowledge (DMBOK).

This guide describes steps your Council might take to apply items from this data governance framework and toolkit to their organization.

1. Assess the current state:
 - Evaluate existing processes and practices, identify pain points and areas for improvement where improvements in data might assist.
 - Record and index locations where documents and data might be held, assess their risk and value.
2. Align with business goals:
 - Connect data governance initiatives to specific business objectives and develop a business case which drives strategic or operational outcomes for Council through improved data governance, quality or security.
 - For Example;
 - i. If customer satisfaction and accuracy is a priority, focus on improving customer data quality
3. Start small and prioritize:
 - Choose 1-2 high-impact, manageable areas to begin and look for stakeholders and business areas will be quick to support and onboard.
 - Look for opportunities to demonstrate value early which balance the effort to reach and can demonstrate outcomes.
 - Determine which toolkit elements are most relevant.
 - For example, start with creating a basic data catalogue or implementing data quality checks to support an accurate Council or annual report.



4. Adapt to your context:
 - Tailor the toolkit elements to your organization's size, industry, and culture
 - A small Council might start with clarifying simple data ownership roles or include data discussions as an agenda item on an existing meeting forum and group. A larger Council may look to establish a dedicated data governance committee and data stewardship program.

5. Leverage existing tools:
 - Identify which current systems can support data governance efforts and are configurable without significant cost or investments in time.
 - You might already have tools that can be repurposed for data quality monitoring.

6. Implement incrementally:
 - Roll out changes gradually and consider the training needs and styles that works well for your Council.
 - Example: Begin with a pilot project in one department before expanding across other areas of Council and let early adopters help build the business case and show benefits.

7. Develop clear policies and procedures:
 - Create straightforward data governance policies and procedures which align with your Council and can provide quick reference to people.
 - Example: Establish a data security classification that makes sense for your Council.

8. Focus on people and processes:
 - Remember that tools alone aren't enough; any initiative will require effort, people and change management to grow the initiative.
 - Start by educating key stakeholders on data governance principles and why this is important.

9. Measure and iterate:
 - Set up basic metrics to track progress
 - Use these insights to refine your approach over time

