

Information and Data Quality Procedure			
Parent Policy	Information and Data Management Policy		
Policy Sponsor	Vice President Information Technology and Chief Information Officer (VPIT & CIO)	Category	Administrative
Policy Contact	Chief Information Security Officer (CISO)	Effective Date	December 12, 2019
Procedure Contact	Data Steward for each Business Area Data Custodian Manager (IT)	Review Date	December 12, 2024

1. Purpose

This procedure provides guidance for the assessment of data and information content quality in order to quantify the nature of the University's data usefulness and fitness for use, as well as identify quality issues.

2. Scope

This procedure applies to all data, content, and information, regardless of media, and applies to areas of the organization responsible for procedures related to management of types of information and data; e.g. Research Data (Research), Systems data such as Learning Engagement Data, Student Records and Operational Data (IT), Privacy and Records Management (Governance), Archives and Learning Resources (Libraries), Personnel Records (HR), Financial Records (Finance)

3. Definitions

Data	The terms data, information, and knowledge are frequently used for overlapping concepts. The main difference is in the level of abstraction being considered. Data is often the lowest level of abstraction.
Data Quality	While there is no universal definition for Data Quality, Statistics Canada defines it as the quality of information in terms of its fitness for use. This is a multidimensional concept embracing both the relevance of information to users' needs, and characteristics of the information such as accuracy, timeliness, accessibility, interpretability and coherence that affect how it can be used.

Data Steward	A subject matter expert who is designated by an executive role. This role has operational responsibility for data and information files in the business domain including: the identification of operational and business intelligence data requirements within an assigned subject area; the quality of data and information, business definitions, data integrity rules, compliance with regulatory requirements and conformance to information/data policies and procedures; application of appropriate security and access controls; and identifying and resolving related issues.
Data Stewardship	The business/operation area accountable for the data set. Business areas responsible for data stewardship within the University include: e.g. Research Data (Research), Systems data such as Learning Engagement Data, Student Records and Operational Data (IT), Privacy and Records Management (Governance), Archives and Learning Resources (Libraries), Personnel Records (HR), Financial Records (Finance).
Data Validation	The process of data cleansing to ensure data quality.
Metadata	Structured information about data. Metadata describes, defines, explains, locates, and otherwise makes it easier to retrieve and use an information resource or data asset. Metadata is essential to the way in which the data or information is used.
Standard Operating Procedure (SOP)	A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often inform the Policy Framework. A SOP is highly detailed, regularly revised and is deemed internal to the University, although a SOP may be shared on a need-to-know basis.

4. Guiding Principles

- 4.1. Identify data and information content for quality assessment.
 - a. Maintain an inventory of known data sources by business area.
 - b. Regularly review and prioritize source data issues with business areas.
 - c. Determine requirements for action based on minimum accuracy requirements associated with processes requiring use of the data and information content.
- 4.2. Undertake validation processes for any data quality issues. These may be prioritized based on need to:
 - a. Assess data and information content quality.

- b. Interpret findings and report on business impact(s), if any.
 - c. Develop metadata to support shared understanding of business impact(s).
- 4.3.** Ensure data is reviewed regularly for cleansing, moving to cloud-storage archiving for retention as needed, or removed as per expiry timelines.
- 4.4.** Each data steward will be accountable to a Manager or Director-level member who will ensure their area complies with the Information and Data Management Policy and procedures.
- 4.5.** Data Steward accountabilities include but are not limited to:
 - a. Ensure they are compliant in using the data security and storage systems managed and maintained by University IT (e.g. the University cloud, Alfresco and others as determined).
 - b. Participate in meetings, working groups, and selection committees pertaining to ensuring the University's information and data management practices and its supporting systems and cloud storage are continuously improving, rigorously adhered to, enforced across the University, and are used across University information and data.

5. Applicable Legislation and Regulations

[Freedom of Information and Protection of Privacy Act](#)
[European Union General Data Protection Regulation \(GDPR\)](#)

NOTE: Other legislation setting out data quality obligations for specific business areas may also be applicable.

6. Related Procedures/Documents

[Security of Digital Information and Assets Policy and related Procedures](#)

NOTE: The subject matter and scope of this procedure are also supported by internal-use only Standard Operating Procedures, including SOPs unique to AU business areas.

History

<i>Date</i>	<i>Action</i>
December 12, 2019	Executive Team (Policy Approved)