

# User-driver Data Governance at DIIS

## Client

### Department of Industry, Innovation and Science (DIIS)

The Department's mission is supporting economic growth and job creation for all Australians.

The Department drives the National Innovation and Science Agenda (NISA).

## Timeframe

March to June 2018

## Responsibility

Whole delivery: analysed, designed and implemented the program of work

## Areas of expertise

- user identification, research, profiling and design
- user experience training and capability building
- ideation
- agile, client-centred design
- governance and compliance

## Scale



2,400 workers



500 datasets



stakeholders from over 40 diverse work areas

## Outcomes

First successful engagement of key stakeholder cohort, across the entire agency.

Governance reference group established, with a unified mission based on behavioural goals.

Terms of reference, roles, accountabilities, operational principles and phased.

Implementation approach were all clearly defined, articulated and agreed.

## Project Description

The Data Management and Analytics Taskforce (DatMAT) was implementing a new, Department-wide data quality and governance strategy.

The Department needed a common understanding and commitment to data quality and standards across the Department.

## Approach

The project consisted of these components:

- stakeholder identification and interviews
- data governance maturity assessment
- workshop design and facilitation
- transition planning.

Cyntropy was to engage a diverse stakeholder group, critical to enabling whole-of-agency data quality and governance. Prior to our engagement, the delivery had not been inherently user-centred.

Cyntropy used a guided discovery method of stakeholder engagement and joint-problem solving protocol. The service was delivered through half day workshops, attended by key Departmental stakeholders.

We designed a programme with facilitated discovery sessions, focusing on key aspects of the users and their motivations to engage, stay engaged and adopt and implement the method.

“The workshops were so relevant and practical – for the first time ever we got buy in from all the key work areas.”

This included user interviews, workshop design, capability assessment, developing implementation plans, user profiles, user journey maps and over 200 user stories for critical roles.

We facilitated the workshops to assist DatMAT to identify, prioritise and confirm required actions to deliver the Department's data governance strategy.

To ensure continual improvement for the Department, we aligned the service with the principles of the DatMAT Data Governance Framework and the Department's Data Management Strategy 2016–2018.

We provided tangible, actionable observations for DatMAT to refine the Department's Enterprise Data Model (EDM).

