

Data Governance Policy**1.7.13****PURPOSE****Overview**

Data plays a key role in delivering effective and efficient civic services. The City of San José collects, generates, and manages various types of data from service delivery and operations. High-quality and accurate data ensures consistent availability of data for enterprise solutions and informed decision-making. The City is committed to establishing guidelines and a framework for managing, securing, storing, and sharing data across its operations.

This Data Governance Policy sets forth policies, processes, and standards designed to enhance data management, ensure a uniform data structure, and facilitate seamless access for enterprise solutions. By implementing enterprise standards, the City aims to promote data availability, consistency, reliability, traceability, and process repeatability thereby laying the groundwork for knowledge management and the adoption of advanced technologies. Without established data standards, inconsistencies, reliance on manual processes, increased costs, errors, risks associated with loss, and delayed access to accurate and current data can arise.

Guidelines/Compliance

An effective data governance body is foundational to leveraging data as a strategic asset and a critical prerequisite to making conscious and realistic decisions about stewarding data assets and developing the required data management infrastructure.

Departments shall make the implementation of a data governance framework a high priority, thereby setting up the organizational structure to address data and related infrastructure needs.

SCOPE**Governance Structure**

This policy establishes the City of San José Data Governance Board. The Board will be chaired by the Information Technology Department Director/Chief Information Officer, or their designee, and is comprised by one Senior or Executive Staff member from each City department/office. The Data Governance Board is advisory to the City Manager. The purpose of the Data Governance Board is to:

- Review and revise the Data Governance Policy on regular basis;
- Create working groups as needed to facilitate the implementation of enterprise data governance framework; and
- Assess the City's progress towards its data governance goals.

This policy applies to:

- All data processed, stored, and/or transmitted by a City technology system(s);

Data Governance Policy**1.7.13**

- All City data processed, stored, and/or transmitted on personally owned devices subject to the [Mobile Communications and Devices Policy](#); and
- All data collected or maintained on a City of San José owned and managed network or authorized/contracted cloud platform by or on behalf of City of San José in any form (online or archived).

AUTHORITY**Roles and Responsibilities**

In response to the operational and service requirements of City departments, changes in technology, and industry trends, the City of San José Data Governance Board shall establish working groups to research, evaluate, and develop standards, policies, and procedures to implement the enterprise data governance framework.

The Data Working Groups under the leadership of the Board's direction shall have the following responsibilities:

- Develop and implement a clear vision and direction for how the City's data assets are maintained and managed in supporting the delivery of services to the residents and businesses of our City in the most effective, efficient, equitable, and transparent way;
- Review and establish appropriate Citywide policies, processes, and procedures to ensure consistent and effective data management practices across all City departments/offices;
- Ensure compliance with all legal and regulatory standards in consultation with the City Attorney's Office, including accessibility and security requirements, in City data management policies and practices;
- Establish requirements and guidelines for departments/offices to form their own Departmental Data Governance Committees;
- Develop policies and guidelines and promote standards for how data assets are used when building data and analytics dashboards;
- Provide guidelines and support for the development of new approaches to how data could be properly utilized by emerging new technologies, such as Artificial Intelligence (AI), in improving service delivery to the residents of the City;
- In alignment with City's [Digital Privacy Policy](#) and [Information and Systems Security Policy](#) develop policies and procedures to foster interoperability and integration of data platforms and the sharing of data between City departments/offices when authorized by law to improve the quality, effectiveness, and efficiency of City services; and
- Provide policies, procedures, and guidelines for data sharing and systems integration between City systems and the systems of other government agencies for regional data collaboration when required and authorized by law or other mandates.

Data Governance Policy**1.7.13****POLICY****City of San José Data Governance Board**

The City of San José Data Governance Board will establish working groups to develop and maintain a Data Governance Charter to establish policies, procedures, and roles for effective development, management, coordination, and oversight of the City's data assets. The charter will include an enterprise framework for guiding departments/offices on:

- Conducting department/office data maturity assessments;
- Developing guidelines for departments/offices to implement the Data Governance Framework;
- Developing guidelines to align data practices to support the City's racial and social equity goals;
- Establishing service taxonomy and dashboard standards to support performance measures;
- Creating an enterprise data catalog; and
- Building an enterprise data lake which is a standards-based and scalable data infrastructure that supports various types of data.

Departmental Data Governance Committees

In consultation with and supported by the Information Technology Department, individual departments/offices shall establish their own Departmental Data Governance Committees. This policy sets forth key overarching roles regarding departmental data. Each department must identify three key roles for data management: Data Owner, Data Steward, and Data Custodians. These roles are described below and apply to City of San José staff:

- **Data Owners**

A Data Owner is the Department/Office Director, or an Executive Staff designee, who is responsible for the business relevance of the data generated in their organization, its operational value, its cleanliness, and overall data integrity. The Data Owner can also be a proxy owner of a dataset if their organization does not generate the data but are considered the authority of the data for the City of San José (for example: U.S. Census data).

- **Data Stewards**

This role is delegated by the Data Owner to be responsible for data management and will establish appropriate governance and procedures required to ensure overall data

Data Governance Policy**1.7.13**

integrity and reliability. This role requires knowledge and expertise to answer questions about the data, its meaning, its accuracy, and how it is generated.

- **Data Custodians**

This is a technical role responsible for managing and maintaining the platform that hosts the data. The Data Custodian ensures that systems are properly maintained following change management, access, security procedures to ensure data integrity and availability.

DATA MANAGEMENT

The Departmental Data Governance Committee identifies the scope of the data that needs to be managed and prioritizes key data-related issues that need to be addressed. Then it identifies appropriate policies, standards, and reporting structures to ensure that key departmental data assets are formally and properly managed. The Departmental Data Governance Committee uses maturity models to assess departmental capabilities and seeks meaningful and broad department and stakeholder input before recommending data investment priorities. The Departmental Data Governance Committee also sets forth a process for monitoring compliance with policies, standards, and responsibilities throughout the information lifecycle. The Departmental Data Governance Committee must be integrated into department/office decision-making and operations to ensure that data is used effectively to address department/office key service goals and meet stakeholder needs.

Approved:

 /s/ Khaled Tawfik
 Information Technology
 Department Director / Chief
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 June 3, 2025
 Date

Approved for Posting:

 /s/ Jennifer A. Maguire
 City Manager

 June 3, 2025
 Date