Information Technology Services

University System of Georgia Information Technology Services

Enterprise Data Management & Analytics

Data Element Dictionary
Business Processes

ITS Enterprise Data Management & Analytics

Research & Policy Analysis

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Contents

Data Element Dictionary Business Processes

Introduction

Research and Policy Analysis and Information Technology Services collaborate on data submissions from the Banner Student Information System. These collections include the Academic Data Collection, Financial Aid Data Collection and the Facilities Inventory Collection for a total of nine collections annually. The following workflows describe steps taken to resolve questions or to make additions or modifications to any of these collections.

Resources

For information about Service Level Guidelines or ITS maintenance schedules, please visit http://www.usg.edu/customer_services/service_level_guidelines.

For USG services status, please visit https://status.usg.edu.

Requests for Assistance

Requesting assistance with interpreting the DED

Steps for the notification and dissemination process:

1. User requests assistance from the ITS Helpdesk via a call, email (helpdesk@usg.edu) or submission through the webform.
2. A helpdesk ticket will be created on behalf of the user and routed to the appropriate team for assistance (depending on the topic or question expressed).
3. Assigned staff reviews and answers helpdesk ticket.
    a. ITS EDMA staff reviews helpdesk ticket and provides feedback or reassigns to RPA for further review.
    b. RPA staff reviews helpdesk ticket and provides feedback or reassigns to ITS EDMA for further review.
4. If both teams are unsure of the answer, a meeting with RPA and ITS EDMA will be held to review collectively.
5. If RPA is unsure of the answer, RPA will submit the question to the appropriate POC Listserv for feedback.
6. If question or concern remains unresolved, RPA will escalate to the Academic Data Governance Committee for resolution.
7. User is updated regarding status of ongoing discussion.
8. User is notified of resolution.

Data Element Addition

Updating the DED when a new data element has been approved

Steps for creating a new data element (once approved by the Academic Data Governance Committee):

1. ITS EDMA creates a mock entry of the new DED entry as a part of the specifications for the upcoming data collection. This specification includes the requisite fields:
    a. Category
    b. Description
    c. Valid Values and Range (to populate data type length and format)
    d. Collection Period
    e. Business Practices
    f. Validation Rules
    g. Effective Terms
    h. Data Source fields from Banner
    i. Change history
2. RPA reviews and approves the specification.
3. ITS EDMA staff create the new data element within the development/internal environments according to the approved specification.
4. Once tested internally, ITS EDMA staff will coordinate with the database administrators (DBAs) for the deployment of the DED addition to the test environment for beta/institutional testing.
5. Once tested, ITS EDMA staff will coordinate with the DBAs for the deployment of the DED addition to the production environment and made available to all via Cognos.
6. RPA distributes the new version of the DED to appropriate parties and publishes on the RPA website.
7. ITS EDMA staff announce the new DED element as a part of the new collection to the POCs and appropriate RAC listservs.

Data Element Modification

Updating the DED when an element has been modified

Steps for changing a data element (once approved by the Academic Data Governance committee):

1. ITS EDMA creates a mock entry of the updated DED entry as a part of the specification for the upcoming data collection. This specification includes the requisite fields—noting where changes will be made:
   a. Category
   b. Description
   c. Valid Values and Range (to populate data type length and format)
   d. Collection Period
   e. Business Practices
   f. Validation Rules
   g. Effective Terms
   h. Data Source fields from Banner
   i. Change history
2. RPA reviews and approves the specification.
3. ITS EDMA staff modifies the data element within the development/internal environments according to the approved specification.
4. Once tested internally, ITS EDMA staff will coordinate with the database administrators (DBAs) for the deployment of the DED addition to the test environment for beta/institutional testing.
5. Once tested, ITS EDMA staff will coordinate with the DBAs for the deployment of the DED addition to the production environment and made available to all via Cognos.
6. RPA distributes the modified version of the DED to appropriate parties and publishes on the RPA website.
7. ITS EDMA staff announce the modified DED element as a part of the new collection to the POCs and appropriate RAC listservs.

NOTE: If a change occurs within the Banner source system that requires a collection modification and update to the DED, the numbered steps above will be followed.

Derived Variables Definition Update

Updating the technical and functional derived variables document

Steps for updating the derived element appendix in the DED:

1. RPA determines the need for derived data elements based on reporting and data visualization needs.
2. RPA creates the functional definition.
3. ITS EDMA creates the technical definition and provides related logic to RPA.
4. RPA develops the derived data element and incorporates it into appropriate place.
5. RPA updates the derived element document and re-publishes it to the RPA website.
6. ITS EDMA staff update the link to the derived element appendix within Cognos, if needed.
7. RPA determines external communication needs and executes as necessary.

Problematic Data Element Audit

Reviewing collection errors to detect problematic elements

Steps for regular audit of errors and data elements

1. Error tracking
   a. RPA and ITS EDMA staff may compile a list of errors to be reviewed during and at the close of the collection. These may be errors that triggered numerous institutions to request assistance with resolution or collection error relief.
   b. Errors will be analyzed to determine the underlying issues that may exist.
   c. Possible outcomes from the review may include:
      i. Implementation of new edits
      ii. Modification of existing edits
      iii. New training, webinars and/or clarifying communication
      iv. New or updated Business Practices
      v. Database Interventions (DBIs) to correct historical data
2. Data Quality Control
   a. RPA will work with institutions during collection period to review and confirm the data in the following turnaround reports: Preliminary SERs, Attribute Summary, Credit Hours by Budget Program Area, Fee Classification Summary, Dual Enrollment Matriculation Issues, Semester Credit Hours Summary, and IPEDS.
   b. RPA and ITS EDMA staff review the quality of data elements during each collection and at the end of each collection
   c. RPA staff review the quality of data elements on a routine basis.
   d. Upon discovery of any anomalies, RPA works with institutions and ITS EDMA staff to analyze and resolve underlying issues which may result in one of the possible outcomes from 1c.
3. Communication and Training Resources
   a. Upon approval by the Academic Data Governance Committee, RPA communicates with institutions on collecting new data elements and modifying the existing data elements.
   b. RPA works with ITS EDMA staff to provide training and data collection resources on a regular basis to institutions.

Appendix A: Document History

Release and Date	Page/Process	Page	Update Description
Original document, v1, Sept 2015	N/A	N/A	Original document
July 2023	N/A	N/A	Updated team names, etc.
May 2023	N/A	N/A	Updated team names based on reorganized structure
May 2024	N/A	N/A	Updated team names based on reorganized structure