

FAC: City Council 3/10/2026 Data Governance Program Update Melissa Brady

Enterprise Data Governance Program

Good afternoon Council. My name is Melissa Brady and I serve as the City's Enterprise Data and GIS Manager. Thank you for the opportunity to provide a brief update on the City's Data Governance Program.

The last time we met, Council approved a consulting agreement to conduct a **Data Governance Assessment and Strategy** for the City.

Tonight I will provide a short overview of:

- What we learned from the assessment
- The areas we are focusing on moving forward
- Progress the City has made so far
- Our next steps in strengthening how the City manages and uses data

2025 Data Governance Assessment

In 2025 the City completed a **current-state assessment of data governance practices** across departments.

The assessment included:

- Review of existing data processes and practices against industry best practices
- Evaluation of the City's overall **data governance maturity**
- Interviews with leaders and staff across City departments
- Review of key data systems and major data domains used by the City
- Identification of data-related challenges and opportunities
- Development of a roadmap outlining **future governance capabilities and priorities**

This work provided the City with a **clear understanding of our current capabilities and opportunities for improvement.**

Assessment Insights and Future Focus

The assessment helped the City better understand how data is currently managed across departments and where we have opportunities to strengthen practices as our systems and data needs continue to grow.

Assessment Insights

Across departments, several common themes emerged.

These included opportunities:

- to strengthen how we protect and retain sensitive data,
- improve how departments share information across systems,
- clarify ownership of key datasets,
- expand training and standard practices for working with data,
- make City data easier to find and understand,
- and continue improving data quality while reducing manual processes and duplicate work.

Future Program Focus

To address these opportunities, the City's Data Governance Program is focusing on six key areas:

Data Governance Operating Model

Establish a stewardship framework, governance structure, and departmental data stewards to ensure accountability and coordination across the City.

Data Sharing and Access

Improve how departments securely share and access trusted data across systems.

Data Classification and Sensitivity

Implement consistent data classification and protection standards based on data sensitivity and risk.

Metadata and Data Catalog

Develop a centralized catalog and metadata standards to make City data easier to discover, understand, and trust.

Data Literacy and Training

Provide staff training and guidance to support consistent data practices across departments.

Data Platform and Integration

Strengthen integration between systems and support centralized reporting and analytics capabilities.

Progress to Date

Over the past year, the City has begun building the foundation for a coordinated data governance program.

Key accomplishments include:

- Established a **Data Governance Council** with cross-department representation
- Developed **draft operational governance practices, standards, and guidelines**, including:
 - Enterprise Data Governance
 - Data Stewardship
 - Data Access and Sharing
 - Metadata Standard
 - Data Architecture Standard
 - Data Classification Guideline
- Initiated a **Data Governance Literacy Program** to help staff understand their role in managing and protecting City data
- Developing a **standardized onboarding process** to ensure datasets are documented and governed consistently

Next Steps – Moving from Framework to Implementation

The next phase focuses on applying these processes in practice.

Upcoming activities include:

- Piloting the **data onboarding process** with selected datasets
- Testing governance processes and standards in real operational scenarios
- Refining processes based on staff feedback and implementation results
- Expanding stewardship practices across additional departments and datasets

This approach allows the City to **implement governance thoughtfully and ensure processes are practical for staff and are meeting our expectations for results.**

Long-Term Benefits

Strengthening data governance will help the City:

- Improve the reliability and consistency of information used for decisions
- Reduce redundant work and manual data processes
- Improve collaboration and data sharing across departments
- Strengthen security and responsible management of sensitive data
- Support modern analytics, reporting, and emerging technologies

Value to the City and Community

Strong data governance helps ensure the City can:

- Deliver services more efficiently
- Make informed policy and investment decisions
- Improve transparency and accountability
- Support long-term planning and growth
- Protect resident and City information

Ultimately, this work helps the City **use data more effectively to serve the Redmond community.**

Thank you and are there any questions.