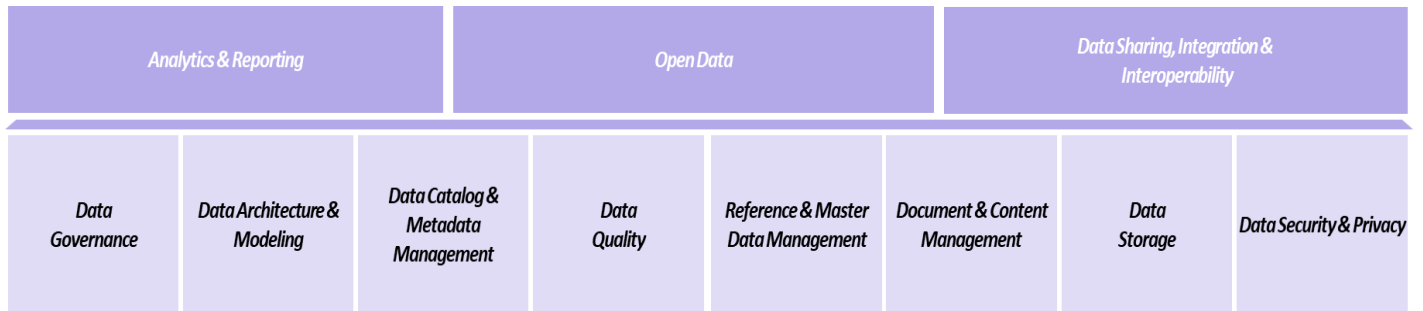




Open Data Implementation Guidelines

Overview

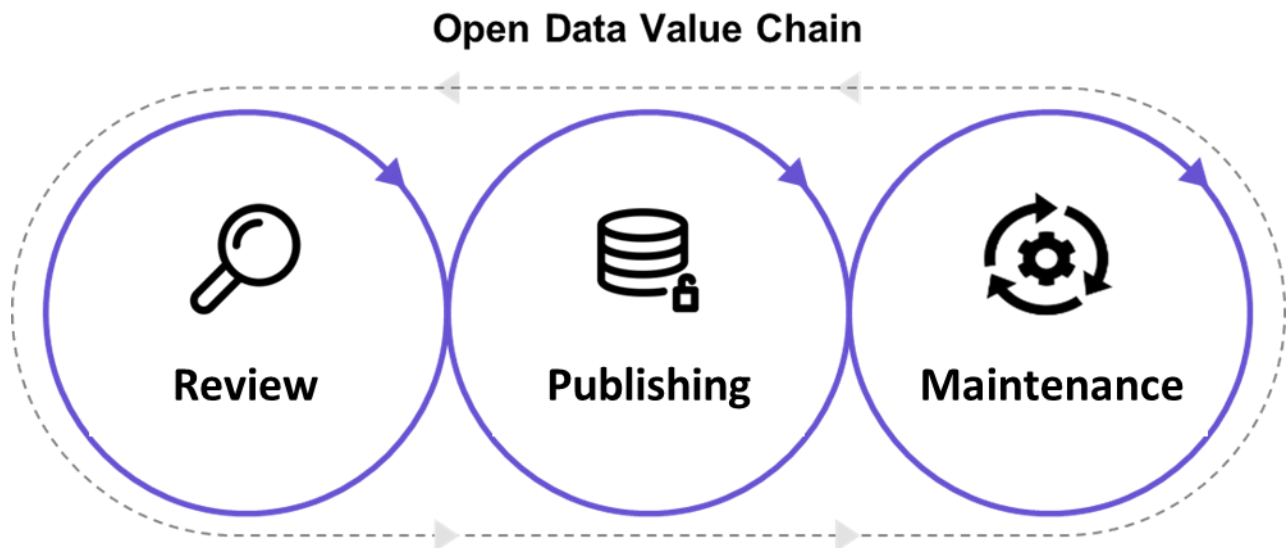
The implementation guidelines were developed based on the controls governing the implementation of the 11 data management domains:



This document describes more specifically the open data implementation guidelines, the different processes that govern open data and the roles and responsibilities that enable them. We will be looking at three processes that compose the open data value chain:

- Open Data Review
- Open Data Publishing
- Open Data Maintenance

External users of the ADGE's data that are not affiliated with the Abu Dhabi Government or its contracted suppliers shall be bound by usage licenses developed by the ADGE. Such usage licenses shall align with the ADGE's Open Data standards (refer to Open Data Standards and Policies for details).



Open Data Review

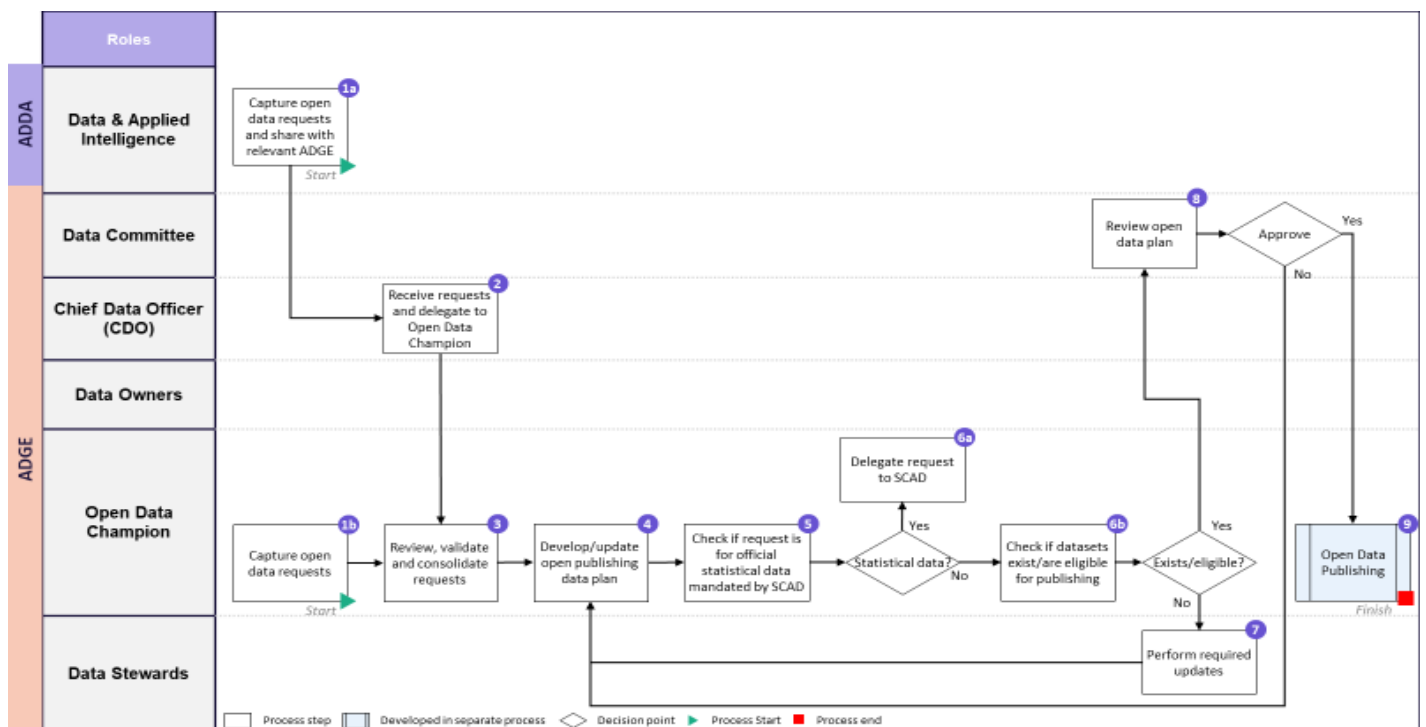
Overview

In order to meet the open data demand and decide which data to prioritize for publishing, each ADGE first needs to develop an open data plan to identify, prioritize and address user requests related to new datasets or updates to existing datasets while taking into consideration business context and priorities. This process is called Open Data Review and would allow the ADGE to plan its data publishing exercise while keeping in mind the Abu Dhabi Government's strategic commitment to high levels of openness.

This process should be triggered prior to any publishing activity and thus constitutes a prerequisite for the Open Data Publishing process (refer to Open Data Publishing section of this document for detailed activities).

This process is also triggered by the Open Data Maintenance process either periodically through the planned maintenance detailed in the open data maintenance plan or in an ad-hoc manner based on the urgency of a user request (refer to the Open Data Maintenance section of this document for detailed activities).

Process



Activities

1a – Capture open data requests and share with relevant ADGE – Data & Applied Intelligence

- Capture and log open data requests (e.g. new dataset request, detected issue in existing dataset, etc.) made through the platform or communicated directly to ADDA
- Prioritize requests based on urgency and severity
- Assess relevant ADGE that could potentially fulfill a user request
- Share user requests with relevant ADGE periodically or immediately based on the urgency and priority of the request

1b – Capture open data requests – Open Data Champion

- Capture and log open data requests (e.g. new dataset request, dataset update request, etc.) communicated through the ADGE contact channels
- Prioritize requests based on urgency and severity to be used as input in the open data plan developed in step 4

2 – Receive requests and delegate to Open Data Champion – Chief Data Officer

- Receive list of requests identified by ADDA as fulfillable by the ADGE
- Forward list of requests to the ADGE Open Data Champion for review, validation and inclusion in the open data plan

3 – Review, validate and consolidate requests – Open Data Champion

- Review requests shared by ADDA (captured as part of step 1a) and requests captured by the ADGE (as part of step 1b) and determine their validity based on the urgency, need for the new dataset and the feasibility of creating it
- Requests should be prioritized based on urgency, potential value realization and feasibility
- Valid requests should be tagged as such and consolidated into a prioritized backlog, whereas non-valid requests should either be dismissed, and the justification communicated to ADDA or included in the backlog with a very low priority

4 – Develop/update open data publishing plan – Open Data Champion

Develop an open data publishing plan to allow for:

- Datasets to be reviewed and duly approved for release as open data
- Any aggregation, redaction or anonymization required for privacy or security concerns has been approved and undertaken
- Data Quality issues to be handled, corrected, resolved and raised to a satisfactory and sufficient level based on Entity's business rules
- Systematically addressing and scheduling for the gradual release of all the datasets identified in the open data requests stored in the ADGE backlog
- Prioritization of the release of open data by addressing security, privacy concerns, data quality, and the business priorities of the ADGE and the data demand from third parties

5 – Check if request is for official statistical data mandated by SCAD – Open Data Champion

- Review open data publishing plan and identify requests which are related to official statistical data mandated by SCAD
- Statistical data requests should be reviewed and approved by the Statistics Center of Abu Dhabi (SCAD)
- If the request is not related to official statistical data mandated by SCAD, proceed to step 6b

6a – Delegate request to SCAD – Open Data Champion

- Delegate requests related to statistical data identified as part of step 5 to the Statistics Center of Abu Dhabi (SCAD)
- Get SCAD approval on publishing the requested official statistical data

6b – Check if datasets exist/are eligible for publishing – Open Data Champion

- Start with the highest priority requests and determine if requested dataset exists within the ADGE and is designated as eligible for publishing by relevant stakeholders (e.g. legal, Information Security, IT)
- In case the requested dataset does not exist in a form ready to be published as open data, assess the possibility of preparing it using aggregation or other data handling techniques and identify the relevant data stewards to tackle the request

- In case the requested dataset exists but is not eligible for publishing, assess the possibility of modifying it using data handling techniques such as data masking, aggregation or by increasing the dataset quality, and identify the relevant stewards to tackle the request
- In case the dataset exists and is eligible for publishing, tag it as such and reflect this in the open data plan
- Once datasets eligible for publishing are identified and have been reflected in the open data plan, share plan with the ADGE Data Committee for review and approval prior to publishing

7 – Perform required updates – Data Stewards

- Based on the request and the Open Data Champion recommendations, take necessary actions to create or update datasets and ensure publishing eligibility
- Revert to Open Data Champion with the request fulfillment result to include new or updated dataset in the open data plan

8 – Review open data plan – Data Committee

- Review open data plan and the implementation current status and agenda during the Data Committee meeting
- Flag datasets for which issues are identified and communicate results with Open Data Champion
- Approve datasets eligible for publishing

9 – Open Data Publishing – Open Data Champion

- Publish datasets on the Abu Dhabi Government open data platform through the Open Data Publishing process as per the “Open Data Publishing” section of this document

Templates

Data catalogue processes developed in the Data Catalogue Implementation Guidelines will be leveraged to document open datasets and populate their metadata; however, entities shall ensure the following templates provided by ADDA are being utilized:

- Open Data Register (instead of Dataset Inventory of the Data Catalogue Implementation Guidelines “Create/update dataset inventory” process)
- Open Data Business Glossary (instead of Business Glossary of the Data Catalogue Implementation Guidelines “Populate business glossary and data dictionary” process)
- Open Data Dictionary (instead of Data Dictionary of the Data Catalogue Implementation Guidelines “Populate business glossary and data dictionary” process)

Governance

Roles Activities	Data Committee	Chief Data Officer	Data Owner	Open Data Champion	Data Steward	Data and Applied Intelligence
1a - Capture user requests and share with relevant ADGE				I		A/R
1b - Capture user requests		A	I	R		
2 - Receive requests and delegate to Open Data Champion	A	R		I		

3 - Review, validate and consolidate requests		A	C/I	R	C	
4 - Develop/update open data plan		A	C	R	I	
5 - Check if request is for statistical data		A	C	R		C
6a - Delegate request to SCAD		A	I	R		C/I
6b - Check if datasets exist/are eligible for publishing		A	C/I	R	C	
7 – Perform required updates			A	C/I	R	
8 - Review open data plan	A/R			C		
9 – Open Data Publishing		A	I	R	I	C/I

■ Process

R: Responsible – *Person who does the task*

A: Accountable – *Person who delegates work and provides final review on a task or deliverable before it is deemed complete*

C: Consulted – *Person who provides input on a task or deliverable based on the impact on their work or their domain of expertise*

I: Informed – *Person who needs to be kept in the loop on task or deliverable progress*

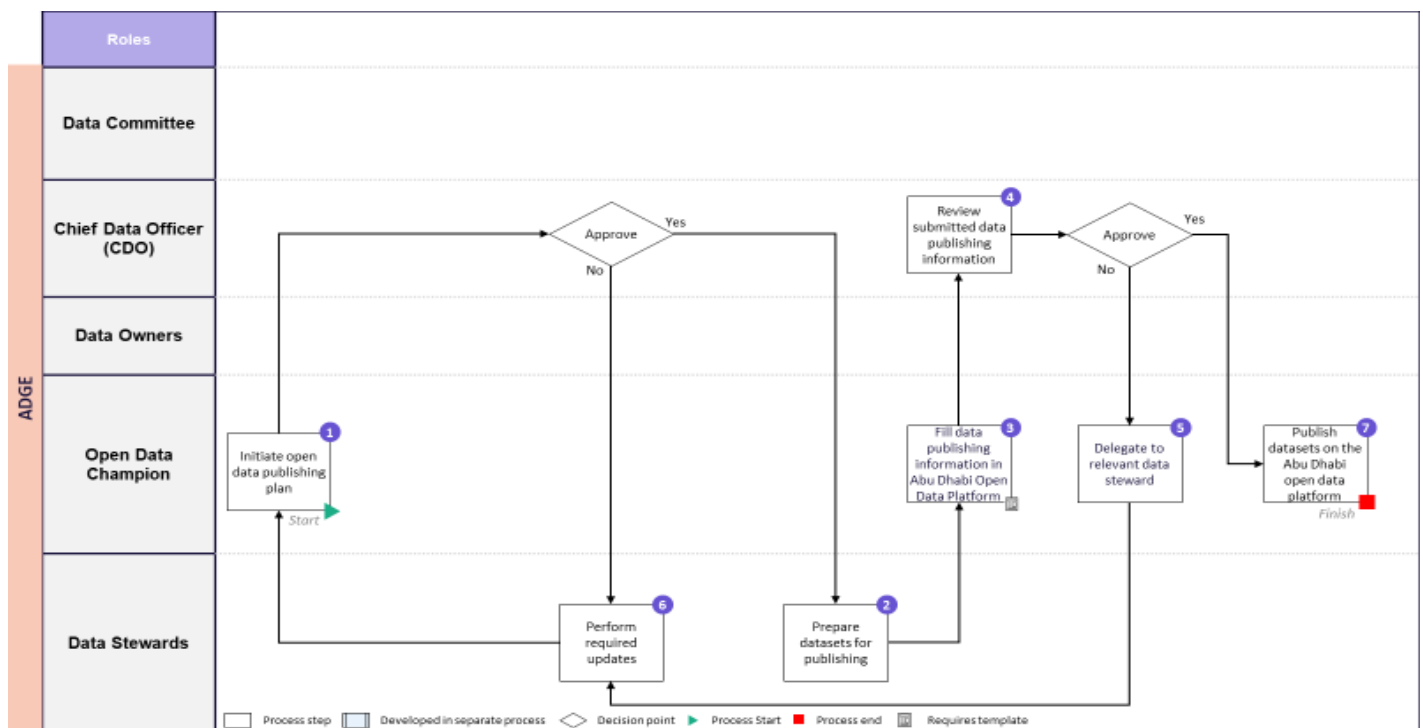
Open Data Publishing

Overview

This process describes how open datasets that have been identified, prioritized and planned during the Open Data Review phase, are ingested into the centralized Abu Dhabi Government open data platform that is operated and managed by ADDA. It describes the different mandatory requests and approvals that will ensure the publishing of quality datasets, facilitating and promoting reusability.

This process should be triggered whenever datasets are scheduled for publishing as part of the open data plan developed in the Open Data Review process (refer to the Open Data Review section of this document for detailed activities).

Process



Activities

1 – Initiate open data publishing plan – Open Data Champion

- Review open data publishing plan and identify the datasets that should be published
- Share identified datasets with the Chief Data Officer for review and approval

2 – Prepare datasets for publishing – Data Stewards

- Prepare datasets identified for publishing as part of the open data publishing plan approved by the ADGE Data Committee
- Preparation includes abiding by the technical and operational publishing guidelines provided by ADDA, ensuring that classification requirements are met, and ensuring that the required business and technical metadata is populated
- Notify Open Data Champion that the datasets are ready for publishing

3 – Fill data publishing information in Abu Dhabi Open Data Platform – Open Data Champion

- Populate publishing form in Abu Dhabi Open Data Platform for each dataset to be published as per the guidelines provided by ADDA
- The Open Data Platform publishing form includes information about the dataset including:
 - Entity name
 - Dataset name
 - Dataset description
 - Contributor/Custodian
 - Point of contact (POC)
 - POC email
 - POC phone
 - Tags/Keywords
 - Data format
 - Already published? (Yes/No)
 - If published, where?
 - Preferred ingestion method
 - Connectivity option (protocol & port number)
 - Description for connectivity
 - Frequency of update
 - Expected volume/ingestion cycle
 - Data quality issue resolution SLA
- The Open Data Platform Publishing Form will also include information about the dataset attributes including:
 - Attribute name
 - Attribute language (Arabic or English)
 - Attribute data type (text, code, currency, date, number, percentage, etc.)
 - Attribute size
 - Attribute range of values
 - Attribute classification
- Obtain CDO approval for publishing the dataset through the Open Data Platform workflow.

4 – Review submitted data publishing Information – Chief Data Officer

- Receive data publishing information shared by the Open Data Champion
- Review the information provided and ensure that they abide by the technical and operational guidelines provided by ADDA, have the required information, and satisfy the required business and technical metadata requirements
- In case a problem with a certain dataset is detected, revert to Open Data Champion with an explanation of the issue

5 – Delegate to relevant data steward – Open Data Champion

- Receive issue detected by CDO through the open data platform
- Review issue and delegate to relevant data stewards or any other relevant stakeholders capable of fixing it

6 – Perform required updates – Data Stewards

- Based on the Open Data Champion's assessment, take necessary actions to update datasets to ensure publishing eligibility
- Once the update or fix is done, revert to Open Data Champion with the solution details

7 – Publish datasets on the Abu Dhabi open data platform – Open Data Champion

- Once datasets have been approved by CDO, avail datasets on the Abu Dhabi Government open data platform.
- Retrieving and publishing datasets which are frequently updated should be an automated task, whereas rarely updated datasets could be retrieved and published manually
- Notify relevant ADGE Open Data Champion that its datasets have been published

Templates

Step 3: Data Publishing Dataset Information

Dataset Information

1	Entity Name		10	Already Published?	
2	Dataset Name		11	If Published, where?	
3	Dataset Description		12	Preferred Ingestion Method	
4	Contributor/Custodian		13	Connectivity Option	Protocol <input type="text"/> Port # <input type="text"/>
5	Point of Contact (POC)		14	Description for Connectivity	
6	POC Email		15	Frequency of Update to ODP	
7	POC Phone		16	Expected Volume/Ingestion Cycle(Daily if Realtime)	
8	Tags / Keywords		17	Data Quality Issue Resolution SLA	
9	Data Format				

Dataset Attributes Information

#	Attribute Name	Attribute Description	Attribute Language	Attribute Data Type	Attribute Size	Attribute Range of Values	Attribute Classification (Select from list)
1							
2							
3							

Governance

Activities	Roles					
	Data Committee	Chief Data Officer	Data Owner	Open Data Champion	Data Steward	Data and Applied Intelligence
1 – Initiate open data publishing plan	I	A	C/I	R	I	
2 – Prepare datasets for publishing		I	A	C/I	R	
3 – Fill data publishing information in Abu Dhabi Open Data Platform		A	I	R	I	

4 – Review submitted data publishing Information		A/R	C	I		C
5 – Delegate to relevant data steward		A	C/I	R	I	
6 – Perform required updates			A	C/I	R	
7 – Publish datasets on the Abu Dhabi open data platform		A	I	R	I	C

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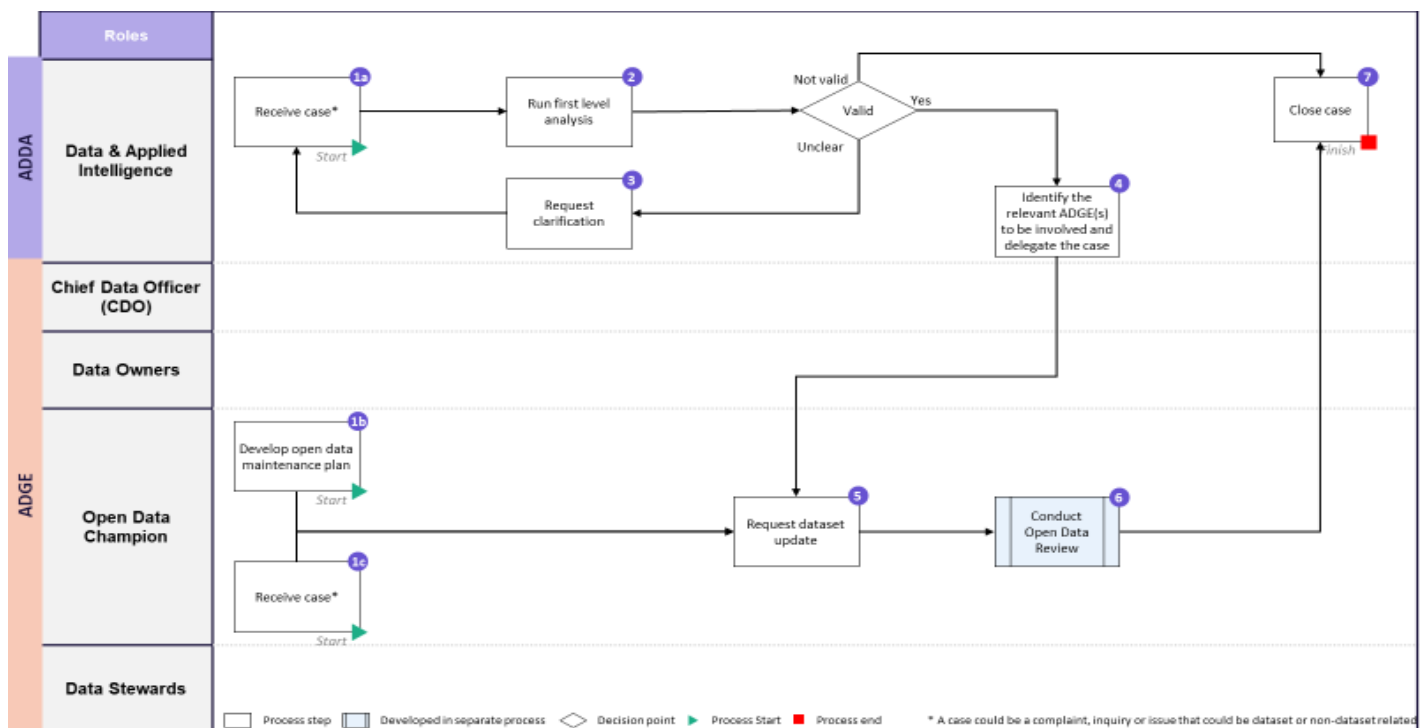
I: Informed – *Person who needs to be kept in the loop on task or deliverable progress*

Open Data Maintenance

Overview

This process describes how datasets are maintained after being published on the Abu Dhabi Government open data platform. Maintenance can either be initiated by a request through the feedback channels of the platform, or by the ADGE that owns the dataset through a maintenance plan, or by any other government stakeholder through other government communication channels. The process could be triggered immediately in an ad-hoc manner based on the urgency of the request or if the open dataset fails to meet its quality level or there is a concerns regarding security or privacy, however for non-urgent requests the process would be triggered on a periodical basis with a frequency defined as part of the open data maintenance plan developed by each ADGE.

Process



Activities

1a – Receive case – Data & Applied Intelligence

- Receive a case (e.g. inquiry, complaint, request) from a platform/dataset user through the platform support service or from any stakeholder through normal government communication channels
- Register the case into the case management tool

1b – Develop open data maintenance plan – Open Data Champion

- Develop open data maintenance plan including dataset selection criteria and maintenance frequency

1c – Receive case – Open Data Champion

- Receive a case (e.g. inquiry, complaint, request) directly sent to the ADGE directly from any stakeholder through normal government communication channels

- Register the case into the case management tool

2 – Run first level analysis – Data & Applied Intelligence

- Perform a high-level analysis of the case
- If the request is categorized as non-valid, determine whether it is due to missing information or unclarity or if fulfilling it is not possible
- If fulfilling the request is not possible, notify the user who raised it with a justification and close the case in the case management system
- If the request is assessed as valid, proceed to delegation to the relevant ADGE

3 – Request clarification – Data & Applied Intelligence

- Determine list of additional information needed to process the user's case
- Notify user that additional information is needed

4 – Identify the relevant ADGE to be involved and delegate the case – Data & Applied Intelligence

- Identify the ADGE that owns the dataset in question and delegate the case to its Open Data Champion

5 – Request dataset update – Open Data Champion

- Identify detailed specifications for the update of a dataset (e.g. quality, metadata, privacy, security)
- Identify and highlight dataset update urgency if action needs to be taken immediately for privacy, security or quality reasons
- Log the update request to be used as input for the Open Data Review process (refer to the Open Data Review section of this document for detailed activities)

6 – Conduct Open Data Review – Open Data Champion

- Any new dataset or dataset update request must go through the Open Data Review process where the request will be assessed, reviewed and scheduled as part of the open data publishing plan
- The Open Data Review will also be conducted regularly even if there are no open data requests received from any stakeholder
- Refer to the Open Data Review section of this document for detailed activities

7 – Close case – Data & Applied Intelligence

- Close the complaint or inquiry in the case management tool if resolution is satisfactory for the user

Templates

No templates were identified as part of this process

Governance

Roles Activities	Data Committee	Chief Data Officer	Data Owner	Open Data Champion	Data Steward	Data and Applied Intelligence
1a – Receive case						A/R
1b – Develop open data maintenance plan		A	C/I	R	I	
1c – Receive case		A		R		
2 – Run first level analysis						A/R
3 – Request clarification						A/R
4 – Identify the relevant ADGE(s) to be involved and delegate the case				C/I		A/R
5 – Request dataset update		A	C/I	R	C/I	
6 – Conduct Open Data Review		A	C/I	R	C/I	
7 – Close case				I		A/R

 Process

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