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Requests for Assistance

Process Description: How to request assistance with interpreting the DED.

Steps for the notification and dissemination process:

1. DED users request assistance via a helpdesk ticket (helpdesk@usg.edu).
   a. ITS Data Services Staff reviews helpdesk ticket and provides feedback or reassigns to RPA for further review.
2. RPA Staff reviews and answers helpdesk ticket.
3. If RPA is unsure of the answer, RPA will submit the question to the ADM POC Listserv (ADMPOC-L@listserv.uga.edu) for feedback.
4. If question or concern remains unresolved, RPA will escalate to the Functional Data Governance Committee for resolution.
5. DED user is notified by RPA of resolution or status of ongoing discussion.
Data Element Addition

Process Description: Updating of the DED when new data elements have been added.

Steps for creating a new data element (after approval from functional and technical governance committees):

1. RPA submits the following fields to ITS Data Services staff via email. ITS Data Services staff creates an RFC within Change Management module in USGTrackit:
   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
2. ITS Data Services staff researches Banner tables to provide Data Source fields.
3. The following fields are not applicable:
   a. Old DW Reference
   b. Legacy Element ID
   c. Change History
4. ITS Data Services staff creates a work task ticket, which tracks development work within each environment, outlined in step 6, and notifies RPA when the deployment has taken place and that a new version of the DED is available.
5. ITS Data Services staff deploys the DED to six tables.
6. Development work to be performed:
   a. ITS Data Services staff runs a script to add the new data element into the development (DEV) environment.
   b. ITS Data Services staff performs testing of the new data element within the DEV environment.
   c. ITS Data Services staff deploys the new data element into the deployment ready (DR) environment.
   d. ITS Data Services staff performs testing of the new data element within the DR environment.
   e. ITS Data Services staff deploys the new data element into the QA environment.
   f. ITS Data Services staff performs testing of the new data element within the QA environment.
   g. ITS DBAs deploy the new data element into the test environment
   h. ITS Data Services staff performs testing of the new data element within the test environment.
   i. ITS DBAs deploy the new data element into the production (PROD) environment.
   j. ITS Data Services staff performs testing of the new data element within the PROD environment.
7. RPA distributes the new version of the DED to appropriate parties.
   a. Notify of change in Cognos and provide new copy of PDF via IRP and RACRA listservs
b. Publish PDF on RPA website
8. ITS Data Services staff sends notification of new data element to ADC POC Listserv.
Data Element Modification

Process Description: Updating of the DED when an element is modified.

Steps for changing a data element (after approval from functional and technical governance committees):

1. RPA submits any changes to the following fields to ITS Data Services staff via email. ITS Data Services staff creates an RFC within Change Management module in USGTrackit:
   a. Description
   b. Valid Values and Range (to populate data type length and format)
   c. Collection Period
   d. Business Practices
   e. Validation Rules
   f. Effective Terms
2. ITS Data Services staff provides changes to the following:
   a. Data Source fields
   b. Old DW Reference
   c. Legacy Element ID
   d. Change History
3. ITS Data Services staff creates a work task ticket, which tracks development work within each environment, outlined in step 5, and notifies RPA when the deployment has taken place and that a new version of the DED is available.
4. ITS Data Services staff deploys the DED to six tables.
5. Development work to be performed:
   a. ITS Data Services staff runs a script to update the existing data element into the development (DEV) environment.
   b. ITS Data Services staff performs testing of the updated data element within the DEV environment.
   c. ITS Data Services staff deploys the updated data element into the deployment ready (DR) environment.
   d. ITS Data Services staff performs testing of the updated data element within the DR environment.
   e. ITS Data Services staff deploys the updated data element into the QA environment.
   f. ITS Data Services staff performs testing of the updated data element within the QA environment.
   g. ITS DBAs deploy the updated data element into the test environment.
   h. ITS Data Services staff performs testing of the updated data element within the test environment.
   i. ITS DBAs deploy the updated data element into the production (PROD) environment.
   j. ITS Data Services staff performs testing of the updated data element within the PROD environment.
6. RPA distributes the new version of the DED to appropriate parties.
   a. Notify of change in Cognos and provide new copy of PDF via IRP and RACRA listservs
   b. Publish PDF on RPA website.
7. ITS Data Services staff sends notification of update to ADC POC Listserv.
Updating Database Linked to Cognos

Process Description: Steps for updating the database data underlying Cognos.

Steps for updating the database data underlying Cognos:

1. The ITS developer creates the SQL statements (insert statements and update statements) for the database tables that sit behind Cognos.
2. ITS Data Services staff creates a work task ticket, which tracks development work within each environment, outlined below, and notifies RPA when the deployment has taken place and that a new version of the DED is available.
   a. ITS Data Services staff runs a script to add the new/updated data into the six DED tables into the database in the development (DEV) environment.
   b. ITS Data Services staff performs testing of the new/updated data into the six DED tables into the database in the DEV environment.
   c. ITS Data Services staff deploys the new/updated data into the six DED tables into the database into the deployment ready (DR) environment.
   d. ITS Data Services staff performs testing of the new/updated data into the six DED tables into the database in the DR environment.
   e. ITS Data Services staff deploys the new/updated data into the six DED tables into the database into the QA environment.
   f. ITS Data Services staff performs testing of the new/updated data into the six DED tables into the database within the QA environment.
   g. ITS DBAs deploy the new/updated data into the six DED tables into the database into the test environment.
   h. ITS Data Services staff performs testing of the new/updated data into the six DED tables into the database within the test environment.
   i. ITS DBAs deploy the new/updated data into the six DED tables into the database into the production (PROD) environment.
   j. ITS Data Services staff performs testing of the new/updated data into the six DED tables into the database within the PROD environment.
   k. ITS Data Services staff updates excel file [Combined DED.xlsx] located in shared folder [\fs1\eas\Data_Warehouse\DW_Implementation\Academic\DED\Technical DED] for reference.
Updating Derived Element Appendix

Process Description: How the derived element appendix to the DED is to be updated.

Steps for updating the derived element appendix in the DED:

1. RPA determines what fields derived from list of commonly produced RPA reports need documentation.
2. RPA requests the SQL syntax from ITS Data Services Staff.
3. RPA creates the technical definition from the SQL syntax.
4. RPA creates the functional definition from the technical definition.
5. RPA provides examples of how to interpret functional and technical definitions.
6. RPA vets functional definitions, technical definitions, and examples with representatives of the IRP community.
7. Once vetting is complete, RPA updates the derived element appendix and appends it to the DED pdf.
8. RPA distributes new DED to the IRP and RACRA listservs and RPA and Student Affairs Faculty & Staff websites.
9. RPA provides ITS Data Services staff with new derived element appendix.
10. ITS Data Services staff distributes task to update the link to the derived element appendix within Cognos.
11. ITS Data Services staff sends notification of updated appendix to ADC POC listserv.
Problem Element Audit Data Element Dictionary Business Process

Process Description: Periodically auditing data to detect problem elements.

Steps for annually auditing of data in the DED:

1. Error tracking
   a. RPA requests a daily list of errors from ITS Data Services staff during an Academic Data Collection (ADC) (from the day the collection opens to the day the collection closes).
   b. RPA compiles master list of errors to be reviewed at the close of the collection.
   c. RPA determines which errors are most commonly generated.
   d. RPA determines which errors did not fire during current collection.
   e. RPA works with ITS Data Services staff to analyze and resolve underlying issues.
      i. New/Update edits
      ii. Trainings
      iii. Business Practices

2. Analyzing historical data
   a. RPA determines which data elements will be analyzed.
   b. RPA pulls term by term data for each institution for each element for the past three years and populates a spreadsheet showing both presence of data and distribution of values.
   c. RPA staff analyzes data for anomalies.
   d. RPA works with ITS Data Services staff (Susan Edwards) to analyze and resolve underlying issues.
      i. New/Update edits
      ii. Trainings
      iii. Business Practices

3. Reaching out to IRP, RACRA, and ADM POC Resources
   a. RPA emails IRP, RACRA, and ADM POC listservs to request feedback on problem data elements.
   b. RPA works with ITS Data Services staff to analyze and resolve underlying issues.
      i. New/Update edits
      ii. Trainings
      iii. Business Practices