# Data Quality Policy Template

## Purpose

The purpose of this Data Quality Policy is to establish standards and practices to ensure that data collected, stored, processed, and disseminated by [Agency] is accurate, reliable, consistent, and timely. This policy supports decision-making, accountability, and service delivery.

## Scope

This policy applies to all data assets, including but not limited to personal data, operational data, financial data, and statistical data, managed by [Agency].

## Definitions

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| **Term** | **Definition** |
| **Data Quality** | The degree to which data is accurate, complete, timely, consistent, and relevant for its intended purpose. |
| **Data Steward** | An individual responsible for managing the data quality within a specific domain. |
| **Data Custodian** | A data custodian is an individual or a team within an organization responsible for the technical management and protection of data. This role encompasses the implementation and maintenance of data security measures, ensuring data integrity, availability, and privacy. Data custodians are typically IT professionals who handle the day-to-day operations related to data storage, access control, backup, and recovery |
| **Metadata** | Structured information that describes, explains, locates, or otherwise makes it easier to retrieve, use, or manage an information resource. |

## Data Quality Principles

Data quality efforts should ensure adherence to the Six Dimensions of Data Quality *(*[*Meet the data quality dimensions - GOV.UK (www.gov.uk)*](https://www.gov.uk/government/news/meet-the-data-quality-dimensions)

**Completeness:** Data should be complete, containing all necessary information required for its intended use. There should be no missing fields or values unless they are legitimately unavailable.

**Uniqueness:** Data records or entity should be distinct and not contain duplicate entries.  Uniqueness measures whether each data item, such as a customer record, product ID, or transaction, appears only once in the dataset or database.

**Timeliness:** Data should be up-to-date and relevant for its intended use. It should be collected, processed, and made available within a reasonable timeframe to support decision-making and analysis.

**Validity:** Data should adhere to predefined rules, standards, and constraints. It should be valid in terms of its format, structure, and content, ensuring that it conforms to expected criteria.

**Accuracy:** Data should be accurate and precise, reflecting the true value or condition it represents. This means minimizing errors, discrepancies, and inconsistencies.

**Consistency:** Data should be consistent across different datasets, systems, and time periods. Consistency ensures that data can be reliably used and compared without unexpected variations or discrepancies.

## Roles and Responsibilities

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| **Role** | **Responsibility** |
| **Data Governance Board** | Oversees data quality management across the organization and ensures compliance with this policy. |
| **Data Stewards** | Ensure data quality within their domains by implementing data quality standards and procedures. |
| **IT Department:** | Supports data quality initiatives through technology, tools, and infrastructure. |
| **All Employees** | Responsible for adhering to data quality practices and reporting any data quality issues. |

## Policy

* Data quality management processes shall be incorporated to monitor, measure, and improve the quality of data exchanged between systems, ensuring that data is accurate, complete, and consistent across integrated systems.
* All systems must have documented data entry standards and users must be trained on these standards to minimize errors.
* Validation rules for data entry must be applied in all systems to ensure data accuracy and completeness at the point of entry.
* All employees must practice due care when entering information into systems or forms to ensure accuracy and completeness.
* Data Stewards shall set specific data quality metrics and targets for COV critical data assets (e.g., 95%, Tier 1 or Tier 2 accuracy for customer contact information).
* Data Stewards shall define a process for monitoring and reporting data quality metrics, with regular review meetings (e.g., quarterly).
* Data Stewards and Data Custodians must ensure consistency when integrating data from multiple sources.
* Data Stewards must maintain comprehensive metadata to provide context and improve data usability.

### Compliance and Auditing

* Compliance with this policy is mandatory for all departments and individuals involved in data entry and management.
* Non-compliance may result in corrective actions as determined by the [Agency] leadership.
* Data Stewards or other audit team members must conduct regular audits to evaluate adherence to this policy and identify areas for improvement.

### Training and Support

* Data Stewards must provide ongoing training and resources to all employees on data quality best practices, standards, and the importance of maintaining high data quality.

### Policy Review

This Policy will be reviewed and updated annually from the approval date, or more frequently if appropriate. Any staff members who wish to make any comments about the Policy may forward their suggestions to [AGENCY Contact].

## Related Policies

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| **[AGENCY] Policies, Standards and Procedures** |
| Data Governance Policy |
| Data Protection Policy |
| Data Quality Standard |

The [Agency] adheres to all Commonwealth Information Technology Resource Management (ITRM) policies and standards for security and architecture [Policies, Standards & Guidelines | Virginia IT Agency](https://www.vita.virginia.gov/policy--governance/policies-standards--guidelines/).

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|  | **VITA Related Policies** |
| IT Information Security Policy - SEC519 |
| Information Security Standard - SEC530 |
| IT Risk Management Standard - SEC520 |

## Version History

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| --- | --- | --- | --- |
| **Version Number** | **Revision Date** | **Description of Change** | **Author** |
| V1 | 5/31/2024 | Initial Draft | Chris Burroughs |
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