

DATA GOVERNANCE ACADEMY REPORT 2023



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Main Recommendations

Future Editions of Kosovo Data Governance Academy

- For a general Data Governance Academy consider a duration of 3 days for a face-to-face program, given the multitude of topics addressed;
- Consider having an online component of the Academy to sustain follow-up engagement, and which could come to further deepen certain aspects of the Data Governance, depending on the key audience;
- Consider involving various stakeholders, and ensure public servants represent at least 50% of the attendees;
- Along with having lead trainers/experts, consider inviting as presenters/speakers representatives from across Kosovo institutions which are responsible for certain aspects of Data Governance;
- Keep the interactive nature of the program, based on adult learning principles and techniques;
- Develop a competency-based curriculum for more specialized shorter courses which could derive from the Data Governance Academy, tailored to the specific needs of the target audience.
- Consider certification for successful graduates of the program.

Community of Practice

- Continue expanding the community with each edition of the Academy. Adding members to the mailing list, organizing regular face-to-face or remote events, encouraging members to write reflections on the Academy and expanding further on the topics covered etc.
- Members of the COP could be involved in the processes of co-creating Kosovo's Roadmap on Data Governance or any other strategic documents in the field.

An online repository of all materials, contents, presentations

Continue building further the google site by adding dedicated space for each edition, by providing, at the same time, access to the archived contents from previous editions.

Innovating the Academy through piloting new models

Consider partnering with a potential partner organization or more, around the Academy, in order to understand what models might work best in the Kosovo context and ways to institutionalize a longer-term perspective. For example, partnering with a University, or with an in-service training institute for public servants, or with a private institution interested in promoting data governance solutions.

Throughout the next 2-3 editions of the Academy, it would be good for Open Data Kosovo to diversify the potential partnerships.

An outside partnership with a relevant organization in the field might be also good to consider.

SUMMARY OF THE MAIN ACTIVITIES ORGANIZED DURING June–July 2023

The report provides an overview of the activities conducted by program experts/trainers: Veronica Cretu and Igbal Safarov as part of the Kosovo Data Governance Academy.

The activities took place between June and July 2023 and encompassed several key tasks:

- **Elaboration of Contents and Presentations:** Veronica Cretu and Igbal Safarov developed the content and presentations for the Kosovo Data Governance Academy. This involved creating comprehensive materials to be used during the training sessions.
- **Web Page Development:** Developing and continuously updating a dedicated web page for the initiative. This webpage served as a central platform to provide information and updates about the academy to participants, as well as provides access to all the materials, presentations, including video recordings from both online and offline events.
- **Mailing List Creation:** A mailing list was created to facilitate better communication and engagement with program participants. This list allowed for efficient distribution of relevant information, announcements, and updates regarding the academy.
- **Face-to-Face Program:** The organizers conducted a two-day face-to-face program in Pristina, held on June 19–20, 2023. This program provided an opportunity for participants to attend in-person training sessions and engage in discussions and activities related to data governance.
- **Evaluation Survey:** Experts developed an evaluation survey to gather feedback and assess the effectiveness of the program. This survey aimed to collect participants' opinions, suggestions, and insights on the academy's content, delivery, and overall experience.
- **Online Webinars:** The organizers conducted online webinars on July 12 and 13, 2023. These webinars offered additional training sessions and covered specific topics related to data governance. Participants had the opportunity to attend and benefit from the webinars remotely.

SUMMARY OF THE MAIN ACTIVITIES ORGANIZED DURING June–July 2023

- Final Survey and Report: The organizers compiled the findings and insights from the evaluation survey and developed a final report, with main conclusions and recommendations for the next steps. This report presents the main results and outcomes of all the activities carried out during the Kosovo Data Governance Academy.
- The annex provides the example of descriptions of potential specialized courses on data governance.

Elaboration of Contents and Presentations for Kosovo Data Governance Academy

Rationale behind the proposed approach for Kosovo Data Governance Academy

During the past years, since the launch of the Open Data movement, we have been seeing a decrease in the update of open data among public administrations.

This might be happening for a variety of reasons.

One major reason is the lack of understanding of the potential and concept of open data. Many government officials may not be familiar with the technical aspects of open data or the potential benefits it can bring to their work.

Additionally, there may be concerns about data privacy and security, which can make government officials hesitant to release data. Another factor may be a lack of resources, such as funding and technical expertise, needed to implement open data initiatives. Finally, some governments may not prioritize transparency and accountability, which can make them resistant to opening up their data to public scrutiny.

The results of the recent Global Data Barometer also show that the growth of fully machine-readable, openly licensed, freely available, and bulk datasets has been limited since the last global measure by the Open Data Barometer in 2016.

Despite new national open data initiatives launching, some have also disappeared. However, sustained initiatives are often better resourced and more embedded than in the past, and open data principles are being embedded in sectoral initiatives.

At the same time, however, from our practical work with public servants across countries, general lack of attention to data governance may hinder the effective use of open data in the public sector and beyond. This is because open data requires good data governance practices, such as data quality, interoperability, and security, to ensure that data is accurate, consistent, and trustworthy.

Therefore, it is important for governments to pay attention to both data governance and open data to ensure that data is properly managed and utilized to its full potential.

In line with this, it is important to consider that open data is a part of the broader data governance ecosystem.

Data governance refers to the management and oversight of data-related processes, policies, standards, and technologies within an organization or community.

Open data is a subset of data governance that focuses specifically on making data publicly available in a format that can be easily accessed, reused, and shared by others.

Therefore, open data initiatives need to be developed and implemented within a broader framework of data governance, ensuring that appropriate policies and processes are in place to manage and govern the data effectively. Accordingly, it is important to approach open data as part of the broader data governance ecosystem capacity building program.

Details about the face-to-face and remote parts of the Academy

Elaboration of Contents and Presentations

The contents and presentations involved extensive research, analysis, and synthesis of relevant information on data governance.

Veronica and Iqbal ensured that the materials covered key concepts, best practices, and practical examples to provide participants with a comprehensive understanding of the subject matter. Experts leveraged their expertise in the field and drew upon a wide range of resources to create a curriculum that addressed the specific needs and challenges of the participants.

The contents were designed to be informative, engaging, and accessible to a diverse audience with varying levels of prior knowledge in data governance. They incorporated a variety of instructional techniques, including clear explanations, visual aids, case studies, and interactive activities, to enhance participants' learning experience and facilitate knowledge retention.

Veronica and Iqbal also ensured that the materials reflected the most up-to-date industry standards and practices in data governance. They carefully reviewed and verified the accuracy and relevance of the information presented, drawing from reputable sources and incorporating real-world examples to make the content relatable and practical.

Throughout the content development process, experts maintained a keen focus on the learning objectives of the academy. They sought to empower participants with the necessary knowledge, skills, and strategies to effectively implement and manage data governance initiatives. The contents were structured in a logical and coherent manner, guiding participants through a progressive learning journey that built upon foundational concepts and gradually delved into more advanced topics.

Given that the Academy has 2 face-to-face days as well as 2 online webinars, content and presentations were developed for all the activities and are available from the dedicated google site:

<https://sites.google.com/view/kosovo-data-governance-academy/home>

Feedback on the contents of the face-to-face training in Pristina

- I found the session on measuring the maturity level of data governance components to be highly informative, well-structured, and easy to follow. It provided valuable insights that will undoubtedly assist me in assessing and improving data governance practices within my organization.
- The training delivered was very comprehensive and thorough.
- I appreciate how detailed the Governance and Institutions component was thoroughly detailed because institutions are those who regulate (through policies and regulations) the implementation of the systems at hand.
- The Academy has significantly contributed to expanding my knowledge and understanding of Data Governance. The sessions were thoughtfully curated, covering a wide range of relevant topics and providing comprehensive insights into various aspects of data governance practices.
- I will be incorporating everything I learned at the Academy in my "Applying Math in Problem Solving" in order for my students to fully understand the scope of work done behind databases that we use when doing data analysis.
- It was a good opportunity to learn about Data Governance, where it does apply and how can we use this new knowledge to improve the way that institutions govern with their data.
- Skills and governance and institutions in particular.

Feedback on the contents of the webinars:

- The content of the webinars was very informative, giving me a better idea of Data Governance and should be taken into consideration in the future. An added value was the professionalism of the trainers, and the way they managed to effectively share their knowledge with us.
- Very well organized and the content was decent. Trainers very well prepared and gained lots of information especially on providing thoughtful cases and ways on roadmaps and focus that we gave to competences. Cases from global practices that could be used in a working group on such digital transformation.
- Everything has been realistic in the best possible way and understandable with the examples presented by you.
- Valuable information during online sessions!
- Great webinar, incl lots of practical real-world info.
- They were very informative and engaging.
- The online format worked really well, allowing for seamless participation from the comfort of our homes or offices. The interactive nature of the webinars also enabled meaningful engagement.
- I think that the webinars were well-structured and allowed ideas to be built upon, particularly when we were discussing possible data governance roadmaps for Kosovo. I also liked how models used by more mature and developed countries were included as Kosovo can emulate aspects of these successful data governance models.
- After attending the first online webinar on July 12, I had the opportunity to gain a comprehensive understanding of the skills building component and the ideal approach to organizing and facilitating a program on data governance skills building. The quality of presentations conducted by the participants, which I carefully listened to, demonstrated the effectiveness of the first workshop we attended in June. The second webinar further strengthened this knowledge, allowing me to solidify my understanding and expertise in data governance.

Feedback on the contents of the webinars:

- The online webinars were impeccably organized and captivating, seamlessly transitioning from in-person to online while maintaining their effectiveness.
- Both webinars taught valuable lessons on their topics and the trainers were well-versed on presenting and teaching said topics. The Capacity Building workshop entailed many details on how to create a curriculum, which did not extend too much to my interests but it was informative. The Roadmap workshop, through its examples, made it easier to visualize how a roadmap looks like and how can one create a step-by-step roadmap that can be implemented in a large-scale.

Web Page Development

Developing and continuously updating a dedicated web page for the initiative:

<https://sites.google.com/view/kosovo-data-governance-academy/home>

This webpage served as a central platform to provide information and updates about the academy to participants, as well as provides access to all the materials, presentations, including video recordings from both online and offline events.

“When it comes to technicalities admired the idea of having all of the materials and information on a common webpage, couldn't be different when all this content in data and digitalization ☺ , says Arta Sejdiu, one of the program participants.

Mailing List Creation

A mailing list was created to facilitate better communication and engagement with program participants. This list allowed for efficient distribution of relevant information, announcements, and updates regarding the academy - datagovernancekosovo@googlegroups.com

Face-to-Face Program

The organizers conducted a two-day face-to-face program in Pristina, held on June 19-20, 2023. This program provided an opportunity for participants to attend in-person training sessions and engage in discussions and activities related to data governance.

All the contents and videos from the program in Pristina are available under the following pages:

Day 1 <https://sites.google.com/view/kosovo-data-governance-academy/home/about-the-academy/day-1-june-19?authuser=0>

Day 2: <https://sites.google.com/view/kosovo-data-governance-academy/home/about-the-academy/day-2-june-20?authuser=0>

The key learning objectives of the event are as follows:

- Understand the importance of data governance in the context of Kosovo and its relevance to various stakeholders.
- Identify the challenges and opportunities related to data governance specific to Kosovo.
- Define data governance and its essential components, including governance and institutions, foundations, value, trust and skills.
- Share ways in which to assess the maturity level of data governance in the case of Kosovo.
- Foster a sense of community and collaboration among the participants, encouraging networking and knowledge sharing.
- Analyze and explore practical ways to build capacity for data usage, emphasizing the extraction of value from data.
- Deepen the understanding of the "Skills Component" through a comprehensive examination of capacity building and data utilization.
- Explore the significance of "Value & Trust Components" within data governance and their implications for decision-making and data-driven initiatives.
- Reflect on the day's activities and discussions through an evaluation process, gathering feedback to improve future events, particularly the July webinars.

On the first day of the event, participants engaged in various sessions focused on data governance. The day started with opening remarks and introductions. The first session, "Community Building Session," aimed to foster a sense of community among the attendees.

Next, Session 2 focused on "Mapping Data Governance Challenges and Opportunities" specific to Kosovo. Participants discussed defining data governance, understanding ways to assess their maturity level in Kosovo, and identifying the least developed and most advanced components.

In Session 3, participants delved deep into "Governance and Institutions" as essential components of data governance, which continued afternoon as well. At the end of the day, an evaluation of the first day's activities and discussions was conducted to gather feedback from the participants.

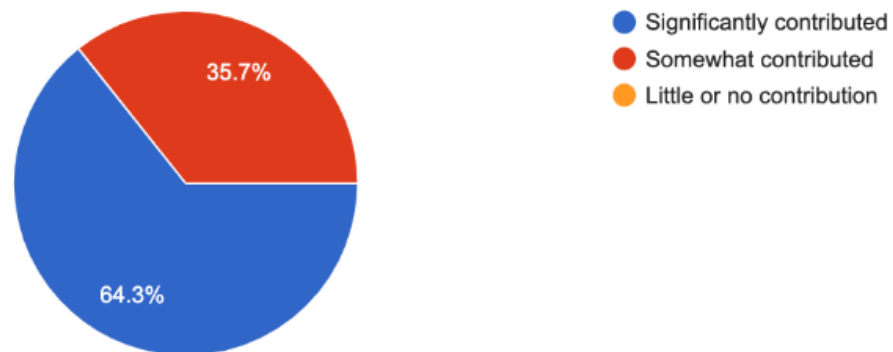
Day 2 began with a warm-up exercise and the "Skills Component," where participants engaged in an in-depth analysis of capacity building for data usage and how to derive value from it. Session 2 continued with the "Skills Component" (Part 2).

Following the lunch break, Session 3 focused on the "Value & Trust Components" of data governance. The day concluded with a wrap-up of the event, where participants discussed key takeaways and agreed on the next steps moving forward.

More than 60% of the participants indicated that the event has contributed to expanding your knowledge in the field of Data Governance:

6. To what extent did the Academy contribute to expanding your knowledge in the field of Data Governance?

14 responses



When it comes to the duration/length of the program, participants shared that:

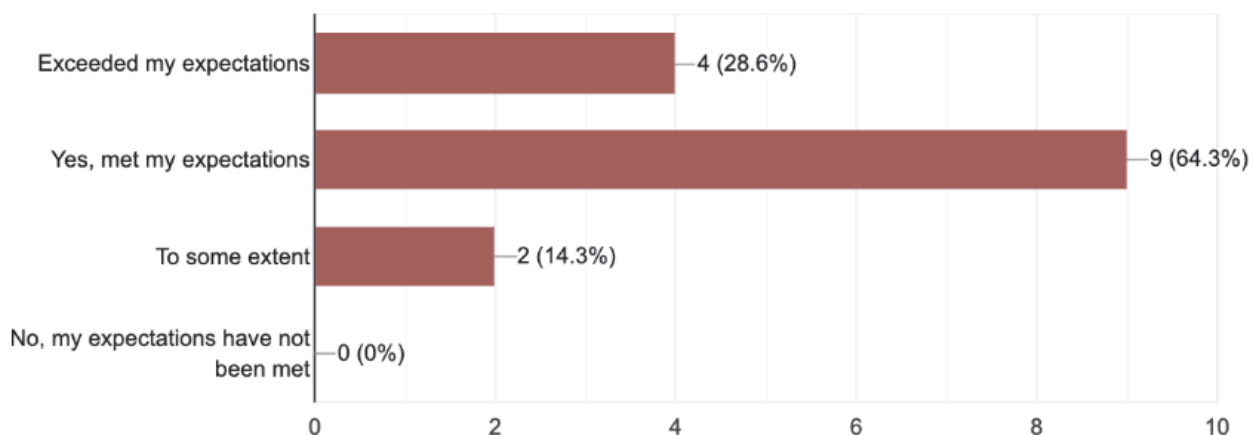
- While I appreciate the effort and dedication put into organizing the Academy, I would like to express my opinion that the duration of the event was too short. Given the complexity and depth of the topic of Data Governance, I believe that extending the duration of the Academy would have allowed for a more comprehensive and immersive learning experience.
- As a teacher I am used to starting and stopping when the bell rings, so respecting the schedule is a big thing for me. I would like the next sessions to be a bit stricter with the breaks and when resuming the classes.
- 2 days are OK
- Two weeks
- Should have been a 3-4 day
- About right
- It was ideal.
- Still it was very intensive as per being full day. It would be more convenient to be 3 days but shorter when it comes to agenda each day.
- A week would be more sufficient to cover all the examples each of us has to offer.

More than 60% of the respondents mentioned that the Academy met their expectations, while 28% indicated that it has exceeded the expectations.

10. Did the Academy meet your expectations?



14 responses



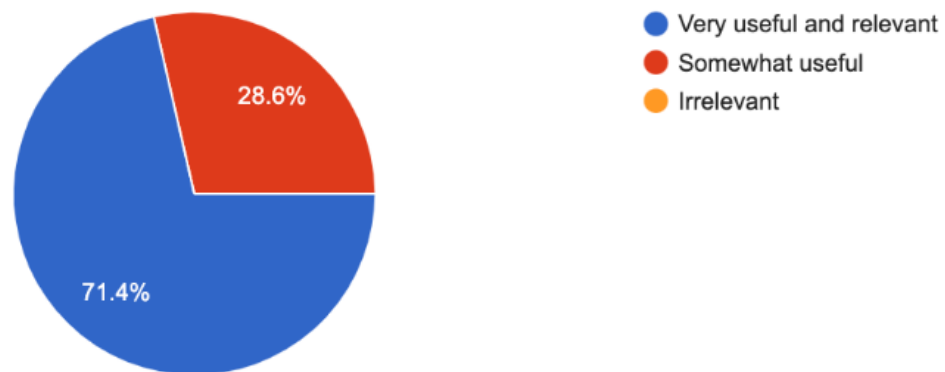
Participants also shared that:

- The Data Governance Academy met my expectations. It was a valuable learning experience that provided me with actionable insights and practical knowledge that I can apply in my professional endeavors.
- I thought it was only about Open Data. It was about much more.
- There are so many information's
- Great discussion, great team.
- I thought it will be very technical and with a 'coding programing data language' and turned out to fit my interests.
- It was a very interactive, informative and fun academy.

During the face-to-face event, trainers/experts have also tried to assess, the perception of the participants vis-à-vis the maturity level of the key data governance components and sub-components. More than 70% of the participants appreciated this assessment exercise very useful and relevant.

12. How useful and relevant was the exercise of measuring the maturity level of data governance components?

14 responses



Participants shared that:

- I found the session on measuring the maturity level of data governance components to be highly informative, well-structured, and easy to follow. It provided valuable insights that will undoubtedly assist me in assessing and improving data governance practices within my organization.
- Very reflective and eye opening to see other people's opinions and their reasoning behind them.
- I believe there's a chance to include some algorithms in Excel to make it more digital and calculate the end result based on that.

Additional feedback by the participants on the face-to-face event include:

- It would be great if you could provide access to additional resources and materials beyond the duration of the Academy such as supplementary reading materials, and online forums for ongoing discussions and knowledge sharing.
- If I had to say something, maybe provide the outline of the class beforehand.
- Form groups which will choose different sets of policies and implement them at different parts of a 12 month period (or election cycle ie as a Minister of Tech) in an Excel based algorithm (ie Digitalization investments in the first month, then free public education and bootcamps for data etc) - then the algorithm will calculate different indicators incl the timeline and combinations to choose the winning team, - competitive and will address a more pragmatic approach
- Try to include more public officials because this editions CSOs got the main attentions (as usually happen in Kosovo).
- Provide translators for the zoom meetings.

In moving forward, participants consider that in moving forward, the following modalities for the implementation of the Academy could be considered:

More than 71% shared that the Academy could be implemented as a capacity building program implemented by Open Data Kosovo in partnership with an inn-service institute (training institute for public servants); 21% mentioned as a capacity building program implemented by Open Data Kosovo in partnership with out-of-Kosovo partner organization; and 7% indicated as a capacity building program implemented by Open Data Kosovo.

17. How do you see implementation of the Data Governance Academy in long run?



14 responses



In terms of what competencies should the academy focus on in longer term, participants mentioned:

- Clarifying the importance of data recording. Emphasizing the importance of clear governmental staff responsibilities and holding them accountable.
- To explore concepts of data governance and interaction within ecosystem
- Regulatory Framework, and the Capacity Building.
- Defining clear roles and responsibilities for data governance within Kosovo's organizations and institutions.
- + Framework, Tools, Security
- They need to be able to use data analysis and visualization tools to generate insights and reports from data.
- The highlighting of the importance of data gathering and data-based decision-making.

Participants have also shared that:

- Would add more digitally inclusive group tasks during the future editions of the Academy;
- To invite key persons who govern currently with public data, from different public departments;
- As I mentioned before to invite all stakeholders especially those on public sector and tailor them with digital skills;
- Maybe include more of the public institution's managers and IT department representatives since they are the ones who are usually in charge of the legislative and the implementation related issues.

Online Webinars

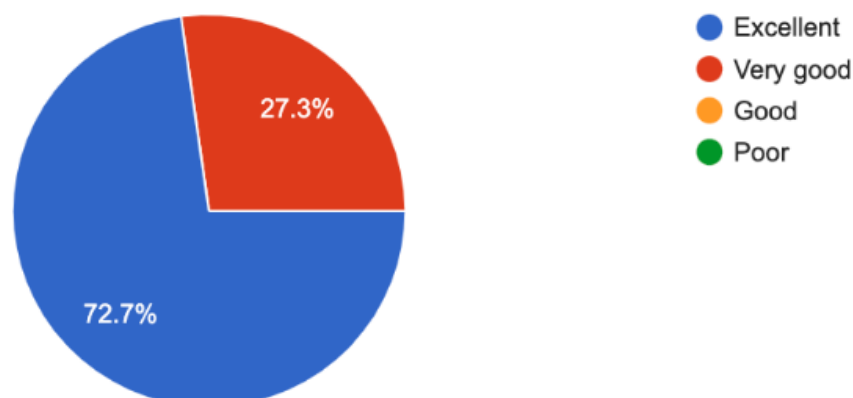
The organizers conducted online webinars on July 12 and 13, 2023. These webinars offered additional training sessions and covered specific topics related to data governance. Participants had the opportunity to attend and benefit from the webinars remotely. Two webinars have been organized:

- Webinar 1: Capacity Building on Data Governance: from ways to develop a competency-based curriculum, to the methods of delivery, formats, assessment, other aspects.
- Webinar 2: Data Governance Roadmap for Kosovo.

More than 70% of the participants found the webinars excellent.

1. Overall, how would you rate the online part of the Data Governance Academy, Online Webinars, organized during July 12-13, 2023?

11 responses

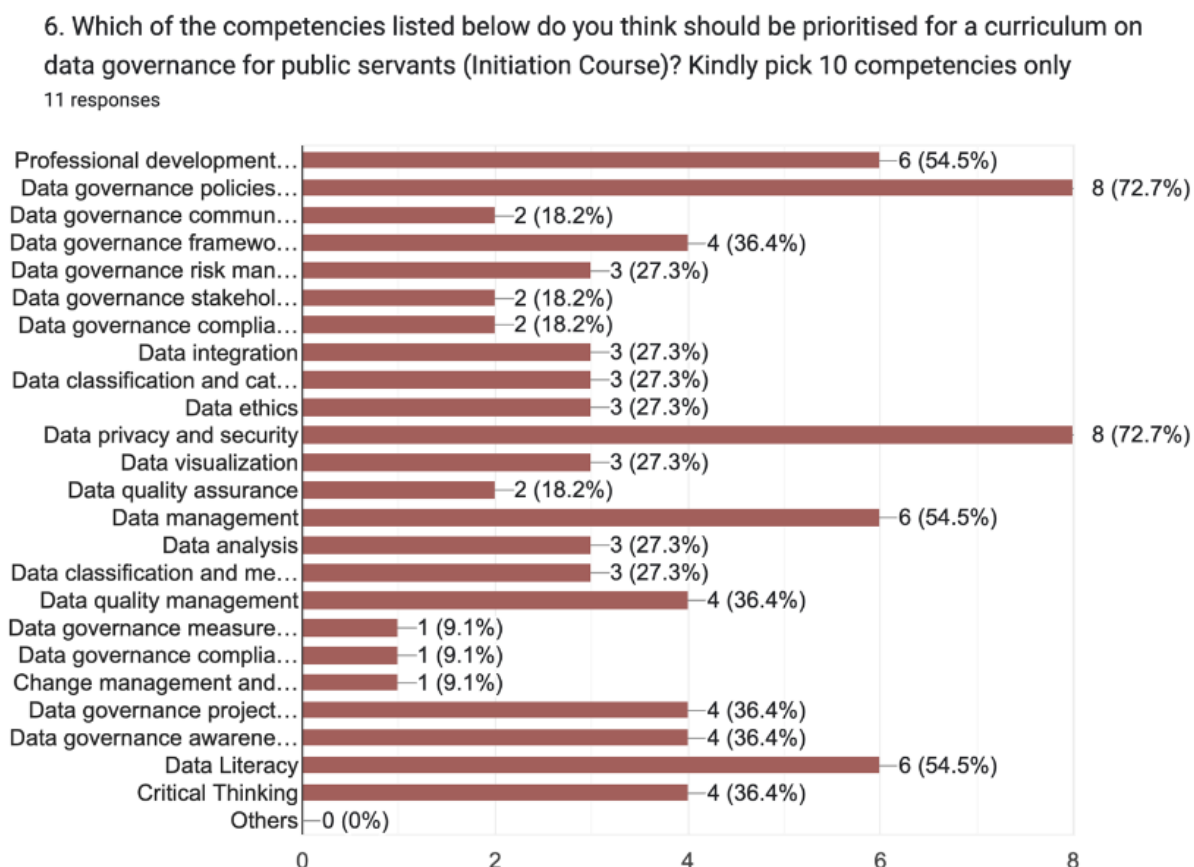


Participants had small assignments to prepare for the Webinars and here is what they thought about those:

- Exploration issues of data is helpful to know more about them.
- It's good to practice it, think about it and then try to come up with smth relevant to the topic
- It was a good opportunity to refresh my knowledge about data and integrate the newly gained knowledge while doing the home work, but also contribute in the discussion during the webinars.
- Very helpful as it fosters interactivity among participants.
- The tasks gave me the chance to dig deeper into the subject matter. They required me to research and explore additional resources beyond the webinar content, which helped me gain an even more comprehensive understanding of data governance.
- It helped me clarify and think in more details about the step by step and all the factors involved in data governance.
- All the tasks that have been to be carried out, have helped us to research in Google more about governance with data, where at the same time we are motivated to continue the research in this matter.
- Helped me to apply in daily work and future endeavor.

When it comes to the competencies that should be prioritized for a potential curriculum on data governance, we see that:

- 72% find it important to include data governance policies and procedures;
 - 72% included data privacy and security;
- Followed by 54% prioritizing professional development and growth for data governance; data management, data literacy.

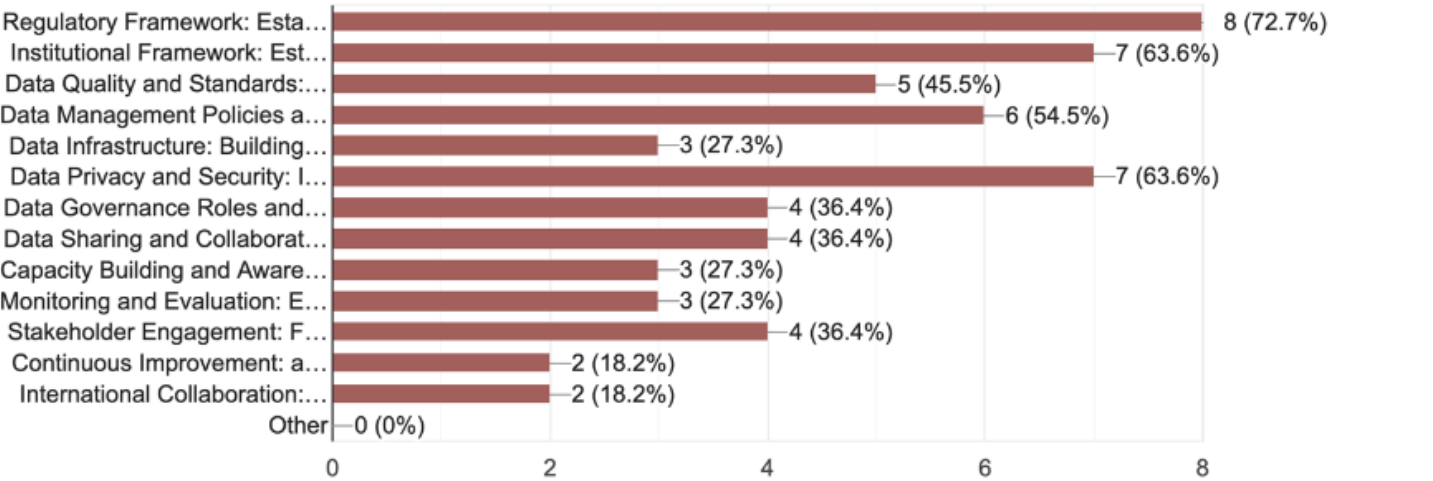


The top strategic priorities which participants believe should be reflected in Kosovo’s Road map on Data Governance include:

- 72% included Regulatory Framework: Establishing a comprehensive regulatory framework that outlines the legal and policy framework for data governance in Kosovo. This should include data protection laws, privacy regulations, and guidelines for data sharing and access.
- 63% Institutional Framework: Establishing dedicated data governance structures and mechanisms at the national and local levels, including the appointment of a Chief Data Officer or equivalent role.
- 63% Data Privacy and Security: Implementing measures to protect the privacy and security of data. This involves establishing data privacy policies, conducting privacy impact assessments, implementing data encryption and access controls, and ensuring compliance with relevant data protection regulations.

8. Which, of the following aspects, do you think should be prioritised for Kosovo's Roadmap on Data Governance? Kindly prioritise 7 directions only:

11 responses



General comments about the webinars and the Academy and testimonials by the participants:

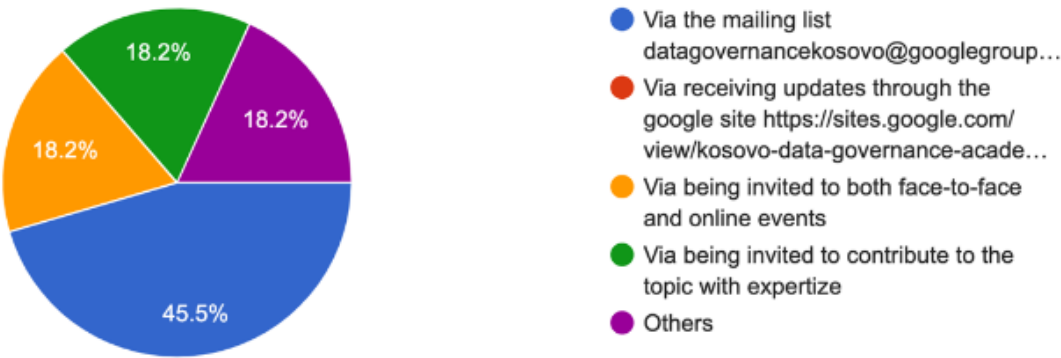
- It's interesting and valuable experience participated in this edition of Academy by exploring issues of data governance ecosystem and stakeholders involved.
- A good start for Kosovo, and a good opportunity to engage with people who want to change it for the better (mostly youth) and a relevant topic to be considered for further funding. Well designed and executed.
- I had a remarkable experience participating in the Data Governance Academy. The academy provided me with valuable insights and knowledge on data governance, enabling me to enhance my skills in this crucial domain. The academy's well-designed curriculum, combined with the expertise of the facilitators, has undoubtedly contributed to the participants' professional growth and understanding of data governance best practices. The interactive workshops and webinars have not only provided theoretical insights but also practical guidance on organizing and facilitating data governance programs.
- The Kosovo Data Governance Academy was an interactive, informative and fun academy, which gathered around people from various backgrounds, leading them through different components and steps of the Data Governance concepts and practices. As a participant outside of the Data Governance spectrum, I got a first-base approach on the know-hows and basic mechanisms of the Data Governance. Data Governance touches various aspects of our lives and thoroughly understanding it and implementing it requires knowledge on each of its components, thorough research on the most efficient systems for a country, and active participation from various stakeholders to address the potential and issues on it. The KDGA was an effective and active organization, that chose two experienced, warm and professional trainers to teach us the cervices of Data Governance. Due to the Academy, I decided to consider a future career in Data Science and Analysis. I highly recommend everyone who is keen on learning more about data and its mechanisms on a larger scale to participate in the future Academies.

- Participating in the Kosovo Data Governance Academy has been an incredibly enriching experience for me. The activities and webinars were thoughtfully designed, covering a wide range of data governance topics and best practices. The Academy not only equipped me with essential knowledge but also inspired me to contribute actively to the development of data governance programs in Kosovo.
- Pushing to make data analysis part of the high school subjects to emphasize the importance of data usage from a very young age. Why would anyone rely on luck, when they can rely on data?! It is vital for the well-being of our economy to have a population as well informed as possible. And regarding the second question, yes, you can.
- As a result of the participation in DGA, I have two ideas: Submitting the request to IKAP to implement a training plan for data governance as well as cooperation with the Association of Kosovo Municipalities to hold training with IT and the media office in relation on the topic of data, which after a while continued with training for other officials. Yes, you can mention my name for participation in DGA.
- Everything was well organized and prepared by ODK and trainers. It will help me to derivate my interests in attending some additional courses in Data management or in any pillar of web development. Technical: Really appreciated and congrats the idea of have a dedicated web page with all the info and the materials. It's a great idea that I will seek to implement in the future! Participating in the Kosovo Data Governance Academy enhanced my skills in data governance and deepened my understanding of open data's potential for positive change. Expert trainers and interactive sessions in-site and webinars online equipped me with practical tools, worldwide examples, while collaborative discussions by enriching my experience. Grateful for this opportunity by Open Data Kosovo, I'm now empowered to make an impact and contribute to a transparent, data-driven society in Kosovo and push digital initiative policies in educational system.
- Attending the Data Governance Academy emphasized for me the importance of leadership, transparency, data security and digital transformation among other essential elements, in creating a successful and effective data governance roadmap for Kosovo. I am grateful to Open Data Kosovo for organizing this Academy and for the invaluable knowledge shared by experts Veronica Cretu and Igbal Safarov!

Participants want to stay connected and these are their preferences: mailing list (45%), followed by face-to-face events, invited to contribute to the topics, and online webinars.

10. How would you prefer to stay connected to the Open Data Kosovo's updates on Data Governance or/and Open Data?

11 responses



Acknowledgments:

This report is prepared by the experts: Veronica Cretu, and Iqbal Safarov, engaged in the implementation of the first edition of Data Governance Academy (June–July 2023).

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