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Waste and Environmental Services-Waste Acceptance
WES-WA

Title:

DATA STEWARD CHARTER FOR WASTE ENVIRONMENTAL SERVICES DIVISION WASTE MANAGEMENT APPLICATIONS

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HISTORY OF REVISIONS

<u>Document Revision Number</u>	<u>Approval Date</u>	<u>Change Description</u>
AP-3001,R0	4/28/09	Original Issue. Data Steward Charter for Waste Environmental Services Division Waste Management Applications

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1. Introduction

This document establishes the data steward charter for LANL waste management applications. It addresses the membership, roles, and responsibilities of those engaged as information data stewards. It also establishes quality assurance (QA), configuration management (CM), customer request, data reporting, and WES change control board (CCB) interface requirements.

2. Definition of Roles

Change Control Board	The change control board is established by the division to review and prioritize information technology projects. The lead data steward interfaces with the CCB, and may review proposed changes and/or recommend changes to assigned information technology (IT) applications.
Data Steward	An individual with formal authorization, reporting skills, and knowledge of a given IT system and its data quality to support end-user and management data requests against that system.
Lead Data Steward	A data steward with oversight responsibilities for: data & report QA, customer issue resolution, data steward training, CM of data reports, application architecture integrity, and recommends future IT strategy.
Oversight Manager	The group leader for Waste Acceptance is the data steward “oversight manager”, and addresses day to day data steward priorities, and has the authority to provide emergency prioritization of end-user or management requests. The oversight manager ensures that the necessary data stewards are selected and provided appropriate resources to complete their assignments.

3. Data Steward Responsibilities

The data stewards have a broad range of responsibilities for assigned waste management data system(s) [e.g., WMS, CTS, CHEMLL, WPF, TRUDB, etc.]. Those responsibilities are focused on serving internal and external customers, receiving and processing data requests, addressing data quality issues, interfacing with end-users to understand application issues, and interfacing with IT personnel to resolve maintenance and usability problems. The necessary skills and responsibilities are associated with this role are defined as follows:

- Receive, research, and process end-user, management, and external customer requests for information from assigned information management systems.
- Review and verify the accuracy of application data and reports, including external interfaces to an application that could result in data corruption or quality issues.
- Ensure that application user documentation and operating procedures that reference or incorporate the application accurately define end-user and interface requirements.
- Review application data quality issues, regardless of origin, and recommend solutions.
- Maintain a working knowledge of the applications, their entities, attributes, and data quality issues.

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- Learn and maintain data reporting skills necessary to address ad hoc and production reporting requirements.
- Comply with LANL, division, and data steward QA and CM requirements for project data reports and end-user requests.
- Support end-user testing and verification/validation activities associated with application maintenance and development efforts.

4. Lead Data Steward Responsibilities

The lead data steward role incorporates the responsibilities of the data steward role, plus the following additional items:

- Trains new waste information data stewards concerning relevant information systems, reporting tools and technologies.
- Implements and maintain project QA and CM procedures for the data steward role.
- Provides prioritization guidance to the WES CCB concerning pending application maintenance or development requests.
- Researches application requirements in support of maintenance requests.
- Ensures that application developers protect the key aspects of an applications design and architecture.
- Provides recommendations concerning future projects to enhance the capabilities of waste management applications in support of waste operations, generators, and management.
- Assists the oversight manager in the prioritization of cross-application data and application requests.

5. Oversight Manager

The oversight manager is a group leader responsible for the implementation of the data steward role. The oversight manager has the following responsibilities:

- Provides resources necessary to recruit and train individuals for the data steward role.
- Has the authority to prioritize urgent or emergency end-user or management data requests.
- Reviews and approves the data steward charter, QA and CM procedures.

6. Request Management

The data stewards are the initial point of contact for requests and issues related to the waste management data systems.

Requests can be received through one of three avenues (see Figure 1. Request Management Process Flow, page 6):

1. Direct telephone calls to or messages left with the Waste Help Call Center
2. Sent via e-mail to wastehelp@lanl.gov
3. Sent via e-mail to TA54DBDev@lanl.gov and auto-forwarded¹ to wastehelp@lanl.gov.

¹ The e-mail address TA54DBDev@lanl.gov previously served as a request channel from customer to developer. The availability of this address is maintained for customer convenience but will be auto-forwarded to wastehelp@lanl.gov, allowing the call center to process requests and issues in a consistent and simplified manner.

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When a request is received, it may be resolved by a data steward, or it may require developer involvement. Issues requiring developer involvement are logged and tracked in the Mercury IT Governance (MITG) application.

6.1. Criteria for Data Steward / Developer Handling of issues

Data stewards will resolve requests for reports, questions on processes or data entry, as well as, all other issues not requiring developer involvement.

Requests Requiring Developer Involvement	Requests Resolved by Data Stewards
<ul style="list-style-type: none">• Database Permissions• Application Bugs / Errors (not caused by data entry errors)• Change / Enhancements Requests	<ul style="list-style-type: none">• Design & Delivery of Reports• Process and Data Entry Questions• Training Issues• Generator requests for access

6.2. Mercury IT Governance Tracking

Issues requiring developer involvement are logged in the MITG application by a data steward and are assigned to a developer. These types of issues are classified as routine or non-routine.

6.2.1. Routine Issues

Issues given a ranking of “Routine” in the MITG application do not add to or remove functionality from an application. They are bug fixes, cosmetic changes to forms and reports, and database permission issues.

6.2.2. Non-Routine Issues

Issues that are not routine require review by the CCB. Non-routine issues are sub-classified as either Emergency or Non-Emergency.

Emergency Issues – Those which impact safety or compliance – are given a status of “Emergency” and assigned a developer in the MITG application. The data steward will follow up with a telephone call to the developer informing him of the issue. The issue will be reviewed by the CCB at its next meeting, but the developer may address the problem immediately (prior to CCB approval) if the work remains within the scope of the emergency authorization.

Non-emergency – Issues that address new functionality are assigned a status of “Pending CCB” in the MITG application. The issue is brought before the CCB by the lead data steward. If approved, the change is assigned to a developer who may begin working on it. If the change is not approved, the requestor is notified of the CCB’s decision.

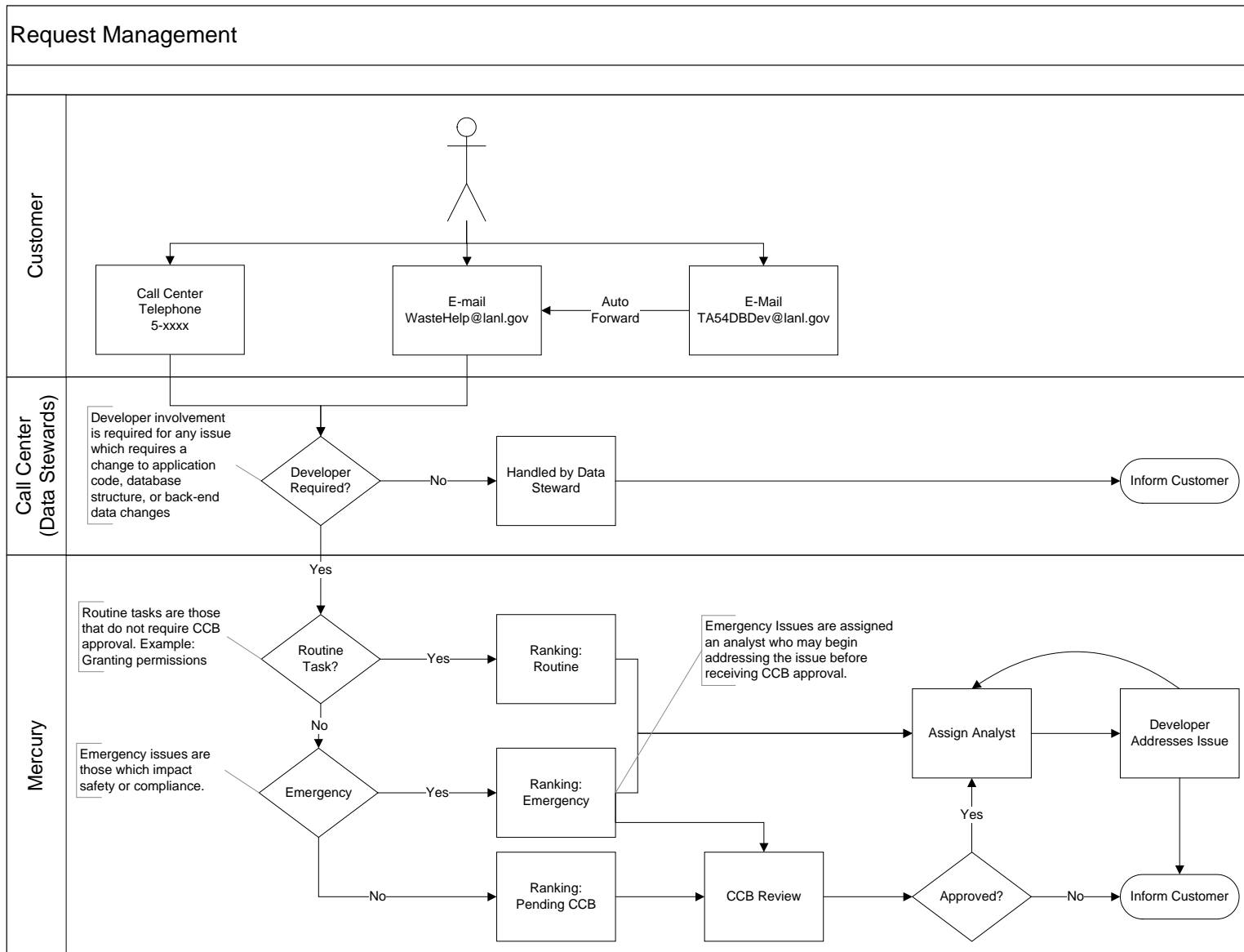


Figure 1. Request Management Process Flow

7. Data Reporting Tools & Techniques

Data Stewards use a number of tools for extracting and reporting data, and delivering that information to customers. One time data requests are typically extracted from the host application using a SQL statement (generated using Oracle SQL Developer, Toad, or Microsoft Access/ODBC), and delivered to the customer in a Microsoft Excel format. Reports that require rich or advanced formatting may be designed in Crystal Reports and delivered in an Adobe PDF format. In addition, the Crystal Reports designer is used to develop reports for the Waste Compliance and Tracking System (WCATS) application. Finally, requests that are of a recurring nature, or may have broad appeal, are delivered dynamically using Oracle’s Application Express (APEX) environment. As a best practice, the development of APEX reports that support management and operations personnel should be a priority for the data steward effort.

Table 1. Summary of Approved Reporting Tools

Tool	Purpose
<ul style="list-style-type: none">• Oracle SQL Developer• Toad• Microsoft Access / ODBC	Data extraction (SQL statements) for reports delivered in Adobe Acrobat (.PDF) and Microsoft Excel (.XLS) format
<ul style="list-style-type: none">• Crystal Reports	Advanced reporting/formatting and reports integrated into WCATS
<ul style="list-style-type: none">• Oracle Application Express (APEX)	Dynamic reports run by customers

8. Quality Assurance

Creation of reports delivered by the Data Stewards can be governed by various QA and CM requirements depending on the type and nature of the report (see Figure 2. QA/CM Requirements Determination for Report Creation, page 8).

8.1. Application Reports

Reports which are considered part of an application (i.e. APEX reports, CrystalReports integrated into WCATS, etc.) fall under the corresponding application project QA and CM requirements.

8.2. Ad-Hoc Reports

Ad-hoc reports which are developed for one-time or occasional use and are not part of an application project will fall under either the Data Steward QA/CM requirements or, for reports related to safety or compliance issues, QA/CM requirements provided by the customer.

8.2.1. Data Steward Quality Assurance

Reports that do not fall into any other category of QA requirements will undergo review by a second data steward before being delivered. The reports will contain a disclaimer concerning the application of the information for safety or compliance purposes:

“The information provided in this report, if utilized to ensure the safety or compliance of an operation, should be further evaluated by the appropriate subject matter experts of the customer’s organization to ensure its accuracy.”

8.2.2. Safety or Compliance Reports

The QA requirements for reports related to safety or compliance issues, and which do not fall under an application project, will be specified by the customer requesting the report. At a minimum, these reports will undergo review by a Subject Matter Expert (SME) specified by the customer.

8.3. Call Center & Mercury Tickets

Data Steward handling of calls tickets will undergo periodic review by a QA division representative to ensure that tickets are being dispositioned according to the CCB policy. Management may use this information to ensure that tickets are managed in a timely fashion, and that the routing, prioritization, and resolution of issues are consistent with support policies.

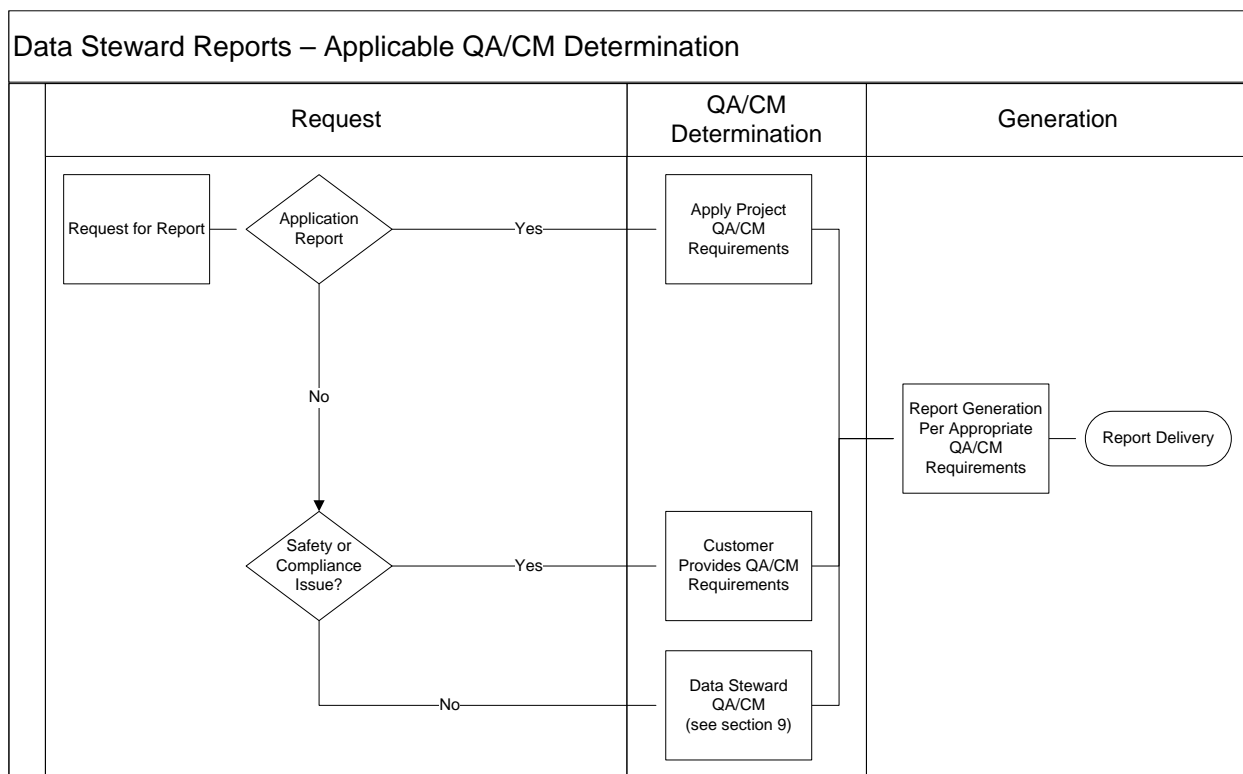


Figure 2. QA/CM Requirements Determination for Report Creation

9. Configuration Management

Data Steward CM requires the use of a SourceForge repository for work items and the BroadSoft/Best Practical RT: Request Tracker ticketing system for management of issues and requests submitted by customers.

9.1. SourceForge Repository

The following products will be subject to the Data Steward CM requirements:

- Report Request Forms
- SQL Statements for Reports
- Report Results (.PDF, .XLS)

- Crystal Report files (.RPT)
- Data Steward Charter
- FAQ Documents
- Guidance Documents

Note: Ad-hoc reports delivered by the data stewards, and not under the CM requirements for an application project, are not considered applications or application code, but will follow the Data Steward CM requirements described in this section.

Products subject to the Data Steward CM requirements will be stored in the LANL Waste Data Stewards SourceForge repository (https://sf4.lanl.gov/sf/projects/lanl_waste_data_stewards/) in the corresponding document folder:

Table 2. LANL Waste Data Stewards SourceForge Document Locations

Product	SourceForge Folder
Report Products <ul style="list-style-type: none">• Report Request Forms• SQL Statements (text file)• Report Results• Crystal Report files(.RPT)	Request\ <i>Index</i>
Data Steward Charter	Charter
FAQ Documents	FAQ
Guidance Documents	Guidance

9.2. Report Requests

Each report request will be assigned a unique index based on the date of the request (yyyy-mm-dd) and a sequential suffix (-nnn) assigned by the data steward.

Example: The index 2009-04-27-003 indicates the third report request received on April 27, 2009.

The data steward will create a new subfolder under the Request folder and assign it the name of the index. All files associated with that particular report, and subject to the Data Steward CM requirements, will be placed in this folder.

Additionally, the data steward will update the Request Index file (Excel Spreadsheet) in the repository's Index folder with the index, description, customer name and any other appropriate information.

Oracle Apex reports and crystal reports should include the report request identifier in the footer of the document. Data delivered in Excel format should include the request number in the file name.

9.3. Other Documents

Other documents subject to the Data Steward CM requirements will be placed in their corresponding SourceForge Document folder as indicated in Table 2. LANL Waste Data Stewards SourceForge Document Locations, page 9.

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