Data Management Protocols

Knowledge Bank
Summary

Introduction
The collection, interpretation and presentation of health and human services workforce data is essential to enable and support internal and external stakeholders to utilise workforce intelligence to inform evidence-based decision making.

The use of data and analytics to support policy development and implementation is identified as a strategic priority in a number of the department’s strategic documents:

- Victorian Health Priorities Framework 2012–2022;
- Department of Health and Human Services Vision and Values;
- Portfolio Strategy and Reform Divisional Priorities
- Health and Human Services Workforce Branch (HHSWB) priorities;

Knowledge Bank
Knowledge Bank has been developed to provide a platform to integrate disparate datasets and to present timely, relevant and accurate data to inform evidence-based policy and practice. It contains tables, visualisations and maps, and offers the ability to extract all data in Excel format. It is supported by a data model that incorporates key data related to the health and human services workforce.

Knowledge Bank consists of a secure backend database and two frontend sites:

- a public website (at https://vicknowledgebank.net.au);
- a password-protected departmental site where relevant users (workforce network staff, for example) have access to datasets not made available on the public site.

Knowledge Bank will be HHSWB’s primary source of health and human services workforce intelligence for internal and external stakeholders and be a key enabler for the Health and Human Services Workforce Strategic Plan.

Technical details
Knowledge Bank operates via a MySQL database server running on Windows Server 2012 that hosts Tableau Desktop, Tableau Server and WordPress. Tableau is a data visualisation tool that produces attractive reports and enables them to be embedded into other sites via HTML code. WordPress is perhaps the world’s leading content management system/blogging platform and is used in conjunction with Tableau to present the public face of Knowledge Bank. Data is managed on the Windows server via upload of Excel files, as well via a Manually Managed Data (MMD) module for data entry of low-volume datasets.
Protocols for data management

For the purposes of this document, ‘data’ refers to information, graphs, charts, maps, derived data, documents, multimedia files and other resources. This document is to be read in conjunction with the department's Data Quality Policy\(^1\) and the DataVic Access Policy Guidelines\(^2\).

The ‘data steward’ is the HHSWB team member who has accountability for the management of an information asset. Data stewards do not own the asset, but hold it and maintain it as delegates, on behalf of the Secretary\(^3\). For example, Data, Quality and Funding (DQF) is the data steward for the ‘Training and Development Grant: professional-entry student placement subsidy for Victorian public health services’ because it manages the policy around, and allocation of, that grant.

A list of the data currently contained within Knowledge Bank and the relevant data steward is available in the Appendix. This list will be updated as new data is included within Knowledge Bank.

Administration

1. System administration
   a. DQF is the system administrator and will grant access to, and manage permissions within, Knowledge Bank;
   b. DQF may revoke access to the departmental site if this access is misused;
   c. DQF will upload suitable data of individual HHSWB teams.

Data Suitability and Quality

2. Suitability of data
   a. The data steward identifies all of its data, including longitudinal and one-off collections, in order to assist in building a comprehensive HWB data map;
   b. The data steward and system administrator ensure the data steward’s data is suitable for inclusion in Knowledge Bank;
   c. The data steward provides the data for inclusion in Knowledge Bank to DQF in the required format.
   d. DQF will work with the data steward to develop a standard protocol to request data in the required format.

3. Accountability for data quality
   a. The data steward is responsible for the quality of its data, in both current and future iterations, and will report back the quality of its data;

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b. Data will not be loaded, either on the public or departmental site, without DQF and data steward sign-off;
c. DQF can assist to bring data up to the requisite quality.
d. Data which does not adhere to an agreed update schedule, and/or is no longer considered current, will be removed from the public site.

Access and Publication

4. Access

a. The public site is accessible to all stakeholders who should be encouraged to use it as the definitive source of HHSWB data;
b. Each HHSWB team will receive its own login for the use of its members, entitling them to access the departmental site;
c. Each team manager is responsible for maintaining and changing from time to time the password associated with the team login;
d. Specific data access and release protocols are associated with datasets contained within Knowledge Bank, for example, the Department of Education Higher Education Statistics collection. Each team member will be required to sign an Internal Undertaking, acknowledging they understand the access and release protocols associated with each dataset contained within Knowledge Bank.

5. Publication

General principles

a. Knowledge Bank is subject to the department’s privacy guidelines in compliance with obligations under the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic);
b. The data steward determines the status of its data, including the extent to which it can be made public or shared internally;
c. The departmental site can store all datasets unsuitable for the public; for example, for data that does not meet disaggregation or privacy requirements.

Public site

a. Standard reports for release on the public site will be designed by DQF in conjunction with the data steward and approved prior to publication.
b. All required approval processes, including with relevant external department(s) will be finalised prior to publication.

Departmental site

a. Standard reports for release on the departmental site will be designed by DQF in conjunction with the data steward and approved prior to publication.

Utilisation

6. Appropriate use and release of data

a. Internal users employing data obtained from the departmental site must abide by the access and release protocols contained in the Internal Undertaking (see 4 c.)
7. Maximising the utilisation of data among relevant stakeholders

a. The data steward and DQF will design reports in response to specific business questions and in line with the limitations of the data to support and inform stakeholders’ use of the data;
b. The data steward will offer as many suitable datasets as possible on the public site that promote the work of HHSWB;
c. The included data will enhance stakeholder knowledge of the health and human services workforce in Victoria.

Collaboration

8. Confidence in decision making

a. The Community of Practice will provide oversight for the data and information contained within Knowledge Bank;
b. The Community of Practice acts collaboratively and inclusively on all matters;
c. The Community of Practice considers the implications of actions and options available.
Resource library

This section is specific to the management of publicly available project resources in Knowledge Bank. Resource library functionality is available to all teams for the circulation of their project outputs. A resource is defined as a final report, manual, template, evaluation tool, project plan or agreement that health and human services workforce stakeholders may find useful. It can be in the form of a Word, Excel, PowerPoint or PDF document or a multimedia file.

1. Identifying resources
   a. The data steward identifies all resources that it wishes to make public, as well as the funding rounds associated with the resources. Interim reports and other resources without broad applicability are to be excluded to ensure that Knowledge Bank only holds quality and useful resources;
   b. The data steward ensures its resources are of a suitable quality to be made public;
   c. The data steward provides the resources for inclusion in Knowledge Bank in the required formats.

2. Uploading resources
   a. DQF uploads all resources in consultation with the data steward;
   b. The data steward ensures that its resources are current at all times;

3. Maintaining the currency of resources
   a. Web analytics are used to determine usefulness of resources;
   b. DQF removes obsolete resources immediately in consultation with the data steward;
   c. The data steward is responsible for maintaining the currency of its resources in Knowledge Bank.
Contacts

Knowledge Bank plays a large role in the management of HHSWB’s contacts. Through the Communications and Stakeholder Engagement Community of Practice, all HHSWB teams have been invited to contribute their existing contacts and groups to Knowledge Bank in a prescribed format. These are then loaded into Knowledge Bank and made available to all other teams in HHSWB.

HHSWB’s contacts are managed by the Networks and Governance team, which uploads, edits and conducts quality assurance on the contacts obtained from HHSWB teams.

1. Modifying the contacts list
   a. A contacts update form has been created and is available at https://vicknowledgebank.net.au/contact-us/contacts-list. This form enables the user to input details of new contacts and change the details of existing contacts;
   b. Requests to remove contacts, or modify their details, may also be made via the online form.

2. Sharing contacts across HHSWB
   a. Any list, once loaded, becomes a master list, eliminating confusion about group membership or individual contact details;
   b. There is no ‘gatekeeper’ to the knowledge, so in the case of absence or leave, all of HHSWB still has access to that list;
   c. All HHSWB lists can now be easily downloaded as Excel files and manipulated at will by the user without affecting master lists.

3. Administration of contacts
   a. The data steward remains ultimately responsible for the quality of the data provided for inclusion, particularly for contact groups;
   b. While nominated contact groups can be accommodated in Knowledge Bank, care must be taken to avoid duplicating groups or uploading obsolete or otherwise non-functional groups. To that end, the Community and Stakeholder Engagement Community of Practice is the forum and mechanism to resolve such issues;
   c. DQF will grant access to the relevant accounts to nominated staff (Networks and Governance) responsible for managing contacts on behalf of HHSWB.
Appendix

This table lists all data currently contained in Knowledge Bank and the data steward. It is subject to change over time.

<table>
<thead>
<tr>
<th>Data</th>
<th>Data steward</th>
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</thead>
<tbody>
<tr>
<td>Activity-based funding</td>
<td>DQF, NMW, AHW, MW</td>
</tr>
<tr>
<td>Organisations and related data</td>
<td>DQF</td>
</tr>
<tr>
<td>Metadata/lookups</td>
<td>DQF</td>
</tr>
<tr>
<td>Higher education (Department of Education)</td>
<td>Department of Education via MMGP</td>
</tr>
<tr>
<td>Funded projects</td>
<td>DQF, NAG</td>
</tr>
<tr>
<td>Contacts and related data</td>
<td>NAG</td>
</tr>
<tr>
<td>Clinical placement activity</td>
<td>DQF</td>
</tr>
<tr>
<td>Public health service: workforce</td>
<td>VPSC</td>
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<tr>
<td>Public health service: payroll</td>
<td>Finance Branch</td>
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</tbody>
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