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Data and Data Governance sub-Working Group

The objective of the Data and Data Governance sub-Working Group is to enable the CRM/MA implementation by:
- Producing a business glossary (definition, business rules, technical definition, quality rules and ownership)
- Providing guidance and oversight on the architecture and data management as well as integration points

To enable this, we have created two teams:

Team 1 – Business Definitions

- Subject matter experts from business areas to prepare, review and refine the definition
- System Analysts/System SMEs to confirm/validate the technical definitions of the terms
- Advisors from ITS Data Strategy and Governance Team

Team 2 – Data Architecture and Management

- ITS Data and Identity Services who will provide guidance on management of CX data
- Subject matter experts representing business systems directly integrating with the CRM and MA platform. They will be attending the Discovery workshops conducted by the implementation partner.

DDG sub-Working Group membership (Team 1)

Fran Hawkes
Business School

`SME`

Sasha Grandin
Student Affairs

`SME`

Emma O'Mahony*
Future Students

`SME`

Kevin Owen
Advancement Services and Operations

`SME`

Sylvania Wong
Future Students

`SME`

Michaela Deen
ITALI and UQx

`SME`

Kyra Simondson*
ASD Admissions

`SME`

Renee de Simone*
Student Services

`SME`

Jodie Chappell
Graduate School

`SME`

Gregory Harrison
ITS

`System SME - Oracle CRM, QTAC, Si-net, OLA, UniFI`

Adriana Velez
Future Students

`System SME QSES`

Kate Hughes
Future Students

`System SME AscentOne`

Pauli Kautoke
Advancement

`System SME Raisers Edge`

Roy Duncan
ITS

`System SME PrISM`

Vern Bawden
ITS

`Advisor`

Sasenka Abeysooriya
ITS

`Advisor`

Mark Fabiano
ITS

`Advisor`

* These are members are our initial points of contact to ensure they have representation of their business area.

UPDATED AS AT 25/2/2021

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DDG sub-Working Group membership (Team 2)

Vern Bawden	Luke Angel	Andrew Forbes	Adriana Velez	Brian Sullivan
ITS	ITS	ITS	Future Students	ITS
Integration Platform	Zoom	Oracle CRM	QSES CRM	AWS Connect

David Pollitt	Max Yow	Roy Duncan	Kim Taylor	Brian Sullivan	*xx*
Marketing and Comm	Marketing and Comm	ITS	ITS	ITS	<business area>
Paid ads	GA360	Identity Management	MS Exchange	UQ File Storage	SMS Gateway

Roy Duncan	Romain Lovisco	Lara Murray
ITS	Marketing and Comm	Future Students
Active Directory	UQ Websites	Referral Websites