

# ITS Strategic Roadmap – FY20 Planning

## Open Data

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## Background

Open Data refers to government data that is primary and complete, consistently and freely available, provided in a timely manner in machine and human readable formats with non-proprietary unrestricted licensing. Metro's Open Data Portal, <http://data.nashville.gov>, provides an enterprise-wide repository and analytic platform for Metro's public data assets.


Open Data is a strategic and tactical process that seeks to stimulate transparency and engagement in governance, improve service delivery and innovation, and enhance resident satisfaction and awareness of government, civic and social, emergency and other services through regular review, reporting and engagement. Open Data promotes interoperability, analytics and metrics, planning and collaborative problem-solving within and between Departments, residents, businesses and non-profits, civic tech and community organizations.

The Open Data program formalizes governance of Metro's Open Data Portal and facilitates a sustainable culture of data assets management. Metro's extended network of data coordinators and stewards manage Metro's data asset inventory and data within their respective departments, and must legally, reasonably and technically insure the highest standards of data integrity, privacy and security. Their active involvement in development and implementation of sustainable best practices for continual improvement for data quality, management and analysis is critical to the value of the Portal.

Metro's Open Data team works with the Nashville community to facilitate application and user interface development to highlight and use Metro public data assets, including integrating data from external sources for more complete and robust analyses.

Stakeholders in this initiative include Metro's residents; the Mayor's Office; Metropolitan Government Departments and affiliated Agencies and Authorities; Metro's Civic Tech community; Nashville's numerous educational and non-profit institutions and agencies; and Metro's open data portal vendor, Socrata.

## Current Strategic Drivers

1. **Citizen Demand and Engagement: Transparency and Information**  (High) – Citizens are increasingly vocal about data demands, particularly around public safety issues. Metro's Open Data portal must support and encourage civic data analysis and collaboration around key issues.
2. **Innovation and Institutional Agility** (High) – Metro strives to integrate continual improvement into its culture and operations; Open Data provides the opportunity to consider traditional problems from a broader perspective, generate a range of potential solutions and allow engaged stakeholders to take an initiating or leading role in these efforts.



3. **Data Security and Data Privacy** (High) – Protection of personally identifiable information (PII) and individual privacy are critical elements of exceptional ITS services, especially as cities begin to provide access to platforms of smart and connected digital services.
4. **Departmental Collaboration** (Medium) – Metro employees are interested to know what data sets are available in other Metro departments and agencies to facilitate analysis, cooperative problem-solving.
5. **Business and Civic Demand for Data** (Medium) – Businesses and civic organizations want data feeds from which they can develop their own analyses and applications for private or commercial purposes.
6. **Partnerships with Civic Tech, Non-Profit and Private Sector Organizations** (Medium) – Partnerships provide mutually valuable opportunities to collaborate to identify high-value datasets and big impact issues, as well as the opportunity to highlight and address specific problems and needs through software development.
7. **National Open Data Movement and Urban Innovation** (Medium) – The decade-long Open Data movement has been embraced by U.S. and international cities, states and other governance structures, and promoted by national municipal organizations like the National League of Cities and the US Conference of Mayors.

### On the Horizon Strategic Drivers

1. **Data Visualization** (High) – The ability to present collected and linked data visually in order to present areas of potential improvement or where solutions are being successful will become an increasingly important need over time. These visualizations serve to make data friendlier and easier to understand for non-technical viewers.

### Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1	Cultivate Metro data to promote availability of Public Data Assets on Open Data Portal.	7/19	ongoing
2	Continue to refine governance and management mechanisms to support comprehensive publication of Public Data Assets on Open Data Portal.	7/19	ongoing
3	Maintain current data assets inventory and publish established Metro Data Asset metrics.	7/19	ongoing
4	Promote and enhance internal and external use of Portal data and collaboration for innovation, communication, problem-solving, and performance management and metrics.	7/19	ongoing

### Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1	Review and update platform metrics on open data and related issues	1/20	3 months
2	Determine continued viability of Socrata open data platform. Create RFP if necessary for replacement product (funding may be required)	1/20	6 months



## Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	Conduct Comprehensive Review of Open Data program: policies, procedures, operations, outcomes, etc. to ensure alignment with Metro needs; contemporary best practices	7/21	ongoing

### Related Roadmaps

- Nashville.gov
- Web & Mobile Apps

### Other Resources

- Mayor Barry's Executive Order #032 (reaffirmed by Mayor Briley on June 6, 2018)

