

# Data Excellence Strategy of the City of Vienna



# 1 Why Data Excellence?

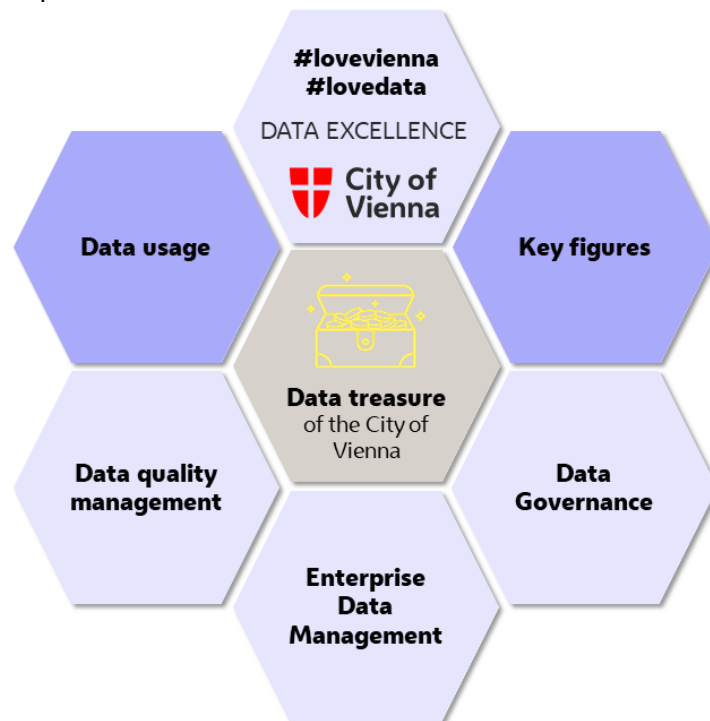
## Data Excellence vision: Reliable data for the city

We make data - as open and as protected as possible - both qualitatively and easily accessible.

As a result, we create a high benefit for population, economy & science, while also contributing to an efficient execution of tasks.

## Motivation for Data Excellence

Data represents the stable and long-lasting core of information management in the City of Vienna, and the city's digital IQ is increased by the data. They form the foundation for information and knowledge and are an essential production factor for a smart, intelligent and digital city. Data Excellence (DX) encompasses the sum of all measures to maximise the value of data sustainably.



*All the building blocks that contribute to the City of Vienna's Data Excellence are shown, with the city's wealth of data as the centre and foundation.*

Data Governance forms the basis for a company-wide coordinated data management through rules, organisation and processes – but above all by the people involved – on both at the business and technical level.

Data Quality Management refers to all quality-oriented organizational, methodological, conceptual and technical measures to control and manage data in the sense of an asset.

Enterprise Data Management: The City of Vienna has modern and comprehensive enterprise data management to innovate its data assets.

Reliable key figures and data usage build on these foundations.

## 2 Benefits of Data Excellence

The exponential growth of data volumes in the age of digitalisation brings new challenges – but also new opportunities:

- Excellent data is the central basis for digital services for citizens, businesses and academia.
- To fulfill similar information requirements, we avoid multiple processing and minimize risks caused by false information.
- Data-centered fact-based decisions can be made on a daily basis and contribute to resource conservation through automation, among other things.

## 3 Guiding Principles of Data Excellence – Strategy

### “FAIR Data”

The “FAIR Data Principle” is composed of four fundamental values and deals with the ability of computer systems to find, access, interact and reuse data without human intervention:

- **Findability** – metadata and data should be easily found and readable by humans and machines.
- **Accessibility** – It must be clear how the data can be accessed (e.g. authentication and authorisation).
- **Interoperability** – data usually needs to be integrated with other data or systems, so it should be modelled according to freely available standards (“open standards”).
- **Reusability** – In order to achieve the main objective, reusability, the data should be described with the relevant attributes.

### Data protection

The abundance of personal data processed daily within the framework of the City of Vienna requires a high degree of responsibility for each individual to handle these data carefully and only to process it within the scope of the intended purpose on the basis of the legal requirements. New and existing data collection and processing of personal data are regularly assessed from the point of view of lawfulness, processing in good faith, purpose limitation, necessity, storage limitation, integrity and confidentiality.

### Data sovereignty

Data sovereignty or data-related self-determination means the objective of:

- Data that is needed for informed and self-determined decisions can be used by data consumers under clear conditions; and
- The misuse of data by third parties, which are not entitled to it, is prevented or avoided as a precaution.

We support the self-determined handling and control of the data providers with regard to the collection, storage, processing and use of the data in their own area of responsibility through suitable systems. In addition to the protection of personal data, it is about active and reflected control of the entire data life cycle of all data. This requires awareness, empowerment, transparency and a high level of data literacy.

## Make data usage visible

Only data that is used brings benefits. Therefore, all data usage (dashboards, reports, data interfaces) must be accessible via portals. The documentation on this must be kept in the data usage catalog.

### “Open by Design” for access to public data of the City of Vienna

The city administration provides data, documents and services that are publicly classified as machine-readable, free and free of charge („Open by Default“). This will stimulate the development of new applications based on novel ways to combine and use data and promote economic growth and social engagement. The goals are the establishment of an open data culture and the expansion of digital participation and use opportunities.

“Open by Design” means that the requirements for the publication of open data are taken into account during the development phase of a project or product in order to achieve a well-planned, systematic, automated and securely designed publication.

Re-use is facilitated by standardised and transparent terms of use:



*Open Government Data and Documents (OGD) of the City of Vienna are under a “Creative Commons Attribution 4.0 License (CC BY 4.0)”*

In the data portal <https://data.wien.gv.at>, the City of Vienna is providing its Open Government Data offer for use by population, business and science and will increasingly also use visualisations.

## 4 Data spaces

The City of Vienna uses the infrastructure of data spaces based on common agreements, rules and standards to generate services from data from external partners or also makes data available for use – of course, taking into account data protection. Furthermore, cooperation in data spaces should enable a sovereign, trustworthy and legally compliant use of data.

## 5 DX-Organisation

The Data Excellence Organisation of the City of Vienna aims to sustainably increase the usability of the City of Vienna’s data. It aims at the professional division of responsibilities along the life cycle of the data in order to formalise and optimise their handling and use.

At its core, the DX organisation consists of DX Steering, DX Lines of business and DX Standards & Support and is organisationally embedded in the existing structures of the City of Vienna. The data-related cooperation between the municipality and the Wiener Stadtwerke group (Vienna public utilities) is accelerated in the sense of an Urban Data Space Smart City Vienna. Due to data consumers from the population, economy and science, the sphere of influence extends beyond the borders of the city of Vienna.

The City of Vienna has the appropriate skills to carry out Data Excellence. Necessary new job profiles are identified and appropriate qualifications developed.

## Disclaimer

### **Data Excellence – Strategy, Version 2.0**

Replaces ICT sub-strategy Data Excellence, version 1.1 of 1.3.2019

### **Issuing body**

City of Vienna

Chief Executive Office - Executive Group for Organisation and Security / Process Management and ICT-Strategy

E-mail: [post-pikt@md-os.wien.gv.at](mailto:post-pikt@md-os.wien.gv.at)

### **Contributions by**

Expert Advisory Board Data Governance

**Translated with** eTranslation, the machine translation service of the European Commission

