

# Open Data Strategy

2013 - 2017

Department of Tourism, Major Events,  
Small Business and the Commonwealth  
Games

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## Introduction

### What is Open Data?

For the purposes of this strategy, data refers to quantitative data collected and aggregated by the department but not manipulated, analysed or interpreted. The term “data” in this context can also be thought of as “raw” data.

For data to be considered to be “open”, it must be:

- freely and generally available (having regard to privacy considerations);
- published as collected at the source;
- made available as soon as possible after collection;
- available to the widest range of users for the widest range of purposes
- published in a format that is able to be easily processed by automated systems (eg csv);
- available in a format over which no entity has exclusive control;
- able to be combined with data from other sources
- available to anyone without the need for registration and
- not restricted by copyright, patent or trademark regulations.

In identifying data to be released, DTESB will abide by these considerations.

### Why Open Data?

Like many governments around the world, the Queensland Government has acknowledged that data collected and stored by government agencies has the potential to be used and re-purposed in ways that can be of potential significant benefit to the community. As a result the Open Data Strategy is aiming to release data into the community. In the short term, these data will ensure that agencies are open and accountable for data that they collect and store. In the medium to long term, the release of data should spur creative re-use and repurposing of data to provide new and exciting resources for the community.

### Open Data in DTESB

DTESB is a new agency and a very small agency. Because of this there is very little data collection infrastructure within DTESB. For the most part, DTESB makes use of data collected by other agencies or by private sector third parties. As a result, DTESB does not produce, own or control significant amounts of data. We do, however, have significant amounts of information that is gleaned from a variety of data sources. In this regard DTESB may be considered a net consumer of data. As a consumer of data, there is potential for DTESB to benefit from the open data initiative.

### Governance

A working group consisting of representatives from across the department will be responsible for the day to day maintenance of open data in DTESB. This group will be responsible for:

- the identification of possible data sets for release through the open data portal;
- checking for any issues that would prevent or limit the release of data;
- preparation of data so that it is in a format that is suitable for release and that it has appropriate meta data;
- monitoring and maintenance of data sets to ensure currency and accuracy of data
- an annual review of the Open Data Strategy to ensure that it maintains its relevance and consistency with whole-of-Government policies.

This group will provide regular reports to the Senior Leadership Team who will be responsible for authorising the release of data. Reports will be provided to the SLT at least quarterly.

Where the Open Data Strategy has been amended as a result of the review process, it will be submitted to the SLT for endorsement.

## Identification of data sources

DTESB will audit data holdings and determine whether it is appropriate for them to be released. Data holdings will be identified and classified as to their appropriateness for release.

Classifications are to be:

- A. Suitable for immediate release;
- B. Suitable for release but requiring additional work (such as putting the data into a suitable format or editing to remove identifying information);
- C. Possibly suitable for release but work is required to determine if there are legal, ethical or policy barriers to its release;
- D. Possibly suitable for release but of questionable utility; and
- E. Not suitable for release.

Data holdings that have been previously classified will be reviewed at least annually to determine if the classification is still appropriate. Listings showing classifications and highlighting any changes to classification will be provided by the working group to the Senior Leadership Team for endorsement

Data that has been posted to the Open Data site will be reviewed at least once every twelve months to ensure that it remains relevant, up to date and accurate. Where the currency of data has expired, it will be removed. The Senior Leadership team will endorse recommendations of the working group to remove data.

In line with the whole of government approach to open data, priority will be given to the public release of datasets that have one or more of the following characteristics ;

- allow new products or services to be developed by users of the data;
- capture the public interest;
- increase the openness and transparency of government and its processes;
- be used and analysed by researchers or non-government organisations;
- report on customer feedback and experience; and
- promote public debate.

## Issues that may limit the release of data

### Ownership of data

Before any data can be released any issues over the ownership of data need to be resolved. This is particularly important where the data has been collected by a third party (eg survey data).

Where a commercial third party has been involved in the collection and/or maintenance of data, it will be necessary to be certain that terms of any contract (implied or explicit) allow the department to publish the data and make it generally available to the public. If there is any doubt about the ownership of the data legal advice should be sought. In cases where the ownership does not rest with the department it may still be possible for the data to be released if permission is sought from and granted by the data owner.

### Contractual provisions

It is important to check and contractual provisions that would prevent or restrict the release of data. An example of this is the release of data sets where the data has been collected by a third party under contract to DTESB. The terms of the contract should identify clearly the terms under which the data may be used and any conditions governing the release of the data.

Where the terms of the contract are not clear or where the contract is silent on this issue, legal advice should be sought.

### Personal or other identifying data

In releasing data, care needs to be taken to ensure that privacy principles are adhered to. This means that all content must be reviewed and that data fields that could reveal personal information or commercially sensitive information should be removed or amended.

### Statutory or Legislative Requirements

Some legislation may restrict or prevent the release of certain types of data. If there is any doubt it is essential that legal advice be sought prior to the preparation of data for release.

### Revenue issues

DTESB does not have any data sets that it makes available to the public for a fee. As a result, the issue of replacing revenue from the sale of data does not arise.

### Culturally sensitive material

Current data holdings do not appear to raise any culturally sensitive issues. However, if in the future any dataset is identified where potential issues of cultural sensitivity is involved, this will be identified and alerted to the senior leadership team prior to it being endorsed for release.

#### Source of truth (information available elsewhere)

Prior to a dataset being recommended to the senior leadership team for endorsement, key searches will be undertaken of the Open Data web site and more generally to ensure that the same data is not available elsewhere.

#### Internal working documents

As a general rule, internal working documents will not be appropriate for release. In exceptional cases where the data is non-controversial, accurate and relatively stable, it may be recommended to the senior leadership team for release.

## **Requirements to be fulfilled prior to publication of data**

### Queensland Government Information Security Framework

The release of data must comply with the Queensland Government Information Security Framework. A copy of the framework is attached

### Format

Data needs to be able to be widely and easily accessed. For data to be able to be easily used it should be in the simplest possible format. Therefore the preferred formats for the presentation of data are comma separated value (CSV) or Excel spreadsheets.

### Metadata

Metadata is an important tool that allows for data sets that are posted on the open data site to be able to be easily searched and classified. In DTESB data custodians will be trained in the preparation of metadata. Whenever data is reviewed and updated, metadata will also be reviewed and, where necessary, updated.

### Currency and updating of data

Data custodians will identify the currency of any data sets that are released and an update date will be nominated. Where a data set has no fixed expiry date, it will be reviewed at least once a year and a recommendation will be made to the senior leadership team as to whether it will be continued or withdrawn.

### Creative Commons Licencing

In order to properly facilitate the use of the data, all data sets are to be given creative commons licencing.

## **Identification of Data to be released**

The following data have been identified and released to the public

- Customer Impact Survey 2012
- Webinar attendees 2012
- Tourism Investment Attraction data



## **Future program**

### **Mentoring for Growth**

The department currently collects a small amount of data related to businesses that participate in the Mentoring for Growth program. The existing data is currently being cleansed and should be ready for release before the end of the 2012/13 financial year. Work is underway on determining what data should be collected in the future and how it should be prepared for release. Because the data includes information on turn-over, profitability and productivity of individual companies, care will need to be taken to ensure that commercial-in-confidence material is protected. These data will be published in April 2013.

### **Commonwealth Games**

Work related to the development of the Commonwealth Games will result in the collection of significant amounts of data around the awarding of contracts, the value of work done and the nature of the companies who are engaged to undertake work under the contracts. It is difficult to determine who will be the custodian of these data as the work will be overseen by a number of bodies including the Commonwealth Games Corporation, the Department of State Development, infrastructure and Planning and the Industry Capability Network. There will need to be liaison between all stakeholders to determine the data custodians and ensure that there are appropriate processes in place around the collection and release of these data.

### **Tourism and Events**

DTESB makes significant use of information based on data relating to tourism activity. These data include data provided by private providers and purchased by the Queensland Government. Access to data sets is, in some cases via proprietary software. It will be necessary to determine whether it is possible under the terms of existing contracts for the Queensland Government to release these data. It will also be necessary to determine how to deal with data that is only able to be accessed using proprietary software. These issues will need to be raised with the vendors.

It should also be noted that Tourism and Events Queensland (TEQ) as a separate and independent Statutory Authority will be undertaking its own processes with respect to the identification and release of data that it holds. There will be liaison between DTESB and TEQ to ensure an orderly release of data and to avoid any duplication in the data sets released.

### **Corporate Data**

Currently corporate services for DTESB are provided through a "Corporate Partnership" with a number of other agencies. It will be necessary for these data to be disaggregated and cleansed before they can be released on the Open Data portal. It is expected that these data will begin to be identified and made available throughout 2013.

### **Customer Relationship Management System**

DTESB is currently undertaking a proof of concept of a customer relationship management system (CRMS). This process will continue to 30 June 2013 with an evaluation to follow. If the CRMS is

implemented it will, in time, hold significant amounts of data about business customers and their interactions with the department. As part of the project evaluation, consideration will be given to what records will be appropriate for public release. Such release will likely be in accordance with a release and maintenance schedule and involve a process to de-identifying data.

## APPENDIX A - DATA RELEASE CHECKLIST

### RELEASE CONDITIONS

*Checked answers in shaded boxes preclude data release*

YES

NO

#### Protection standards

Is the data owned or partly owned by an entity other than the Queensland Government which does not allow for an open data release?

*(If yes, if appropriate, approach the entity for permission for open data release)*

Is the data subject to a contract or agreement or licence that does not provide for the release of this data?

Has the data been classified according to Queensland Government Information Security Classification Framework and considered ineligible for open data release?

*(If no, go through the information classification process)*

Is the release of any of the data in breach of statutory or legislative requirements?

*(If yes, remove the ineligible data if practical and proceed)*

Does the release contain data that is subject to court orders, legal proceedings or legal privilege, including legal advice?

*(If yes, remove the privileged data if practical and proceed)*

Does the dataset contain personal data, including health data?

*(If yes, aggregate the data and/or de-identify the data and proceed)*

Does the release contain other data yet to be de-identified, made confidential, or aggregated?

*(If yes, remove or de-identify and/or aggregate the data and proceed)*

Is there a current revenue stream collected for supply of this data?

*(If yes, refer to CBRC for consideration before release)*

Is the information an internal working document of limited public value?

Does the information contain culturally sensitive material?

Is this dataset available elsewhere or incorporated into another dataset which is the single source of truth?

#### Data standards

Is the dataset in an open data format?

Is the dataset current and will it be refreshed when new data becomes available?

Does the metadata accurately describe the dataset?

*(If no, prepare metadata that covers the following attributes using the standard form: name; description; keywords; agency (owner) and contact; unique ID; date released; licence name, image, details; format; category (e.g. business; community; health))*

Has a suitable Creative Commons licence been embedded in the dataset?

*(If no, embed a licence after reference to the Queensland Government Public Sector IP Principles, IS 33, AusGOAL)*



## Appendix B

### Datasets to be released and release timeline

Dataset name	Description of data	Target date of publishing (i.e. month & year)	Frequency of update (eg daily, monthly, quarterly, annually)	End of release date (if applicable)	Comment
Customer Impact Survey 2012	Dataset of the responses to a survey of 1058 users of the Qld Government Business and Industry Portal	December 2012	N/A	Will be superseded by 2013 Survey	
Customer Impact Survey 2013	Dataset of the responses to a survey of 1400 to 1500 users of the Qld Government Business and Industry Portal	July 2013	N/A	Will be superseded by the 2014 survey	
Webinar attendees	List of attendees at DTESB webinars	December 2012	Quarterly	Ongoing	
Tourism Investment	Listing of Tourism investment opportunities (includes geospatial data)	February 2013	Quarterly	Ongoing	
Mentoring for Growth	Responses to pre and post mentoring survey questions	March 2013	Quarterly	Ongoing	Need to ensure that information is de-identified due to potential commercial in confidence issues



# 2013-17 Open Data Strategy

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# 1. INTRODUCTION

The Gold Coast 2018 Commonwealth Games Corporation (GOLDOC) was established in January 2012. The portfolio sits within the Queensland Government Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB) and is overseen by the Honourable Minister Jann Stuckey MP. Working with Government and Games partners, GOLDOC's role is to plan, organise and deliver the Commonwealth Games in 2018.

GOLDOC's Open Data Strategy has been developed in support of the Open Data initiative announced by the Premier of Queensland and will be included as part of the overarching DTESB Open Data Strategy.

At present GOLDOC is capturing very limited amounts of raw data; rather GOLDOC is the recipient of data from other agencies or external sources. It is envisioned that this will change overtime. As such the GOLDOC 2013-17 Open Data Strategy will be reviewed on a periodic basis to ensure that data is considered for release as it is identified and captured.

It should be noted that GOLDOC is a corporation with a limited life and will disestablish post games delivery. At this point in time, GOLDOC will transfer the ongoing management of its datasets back to DTESB or other relevant government agencies for future management.

## 2. STRATEGIC OVERVIEW

GOLDOC's 2013-17 Open Data Strategy will focus on the identification, capture and subsequent release of data that is collected and held in the course of performing its role in the delivery of the Gold Coast 2018 Commonwealth Games.

The Information Management Coordinator is the delegated officer responsible for the delivery of the Open Data Strategy and ensuring compliance with all relevant legislation and contractual arrangements. To support the Information Management Coordinator in this initiative, key points of contact within GOLDOC will be established to identify the information assets within their area of control that are appropriate for release.

Where appropriate, GOLDOC will make data available to all stakeholders in accordance with the Open Data principles, in unison with relevant legislation and standards such the Queensland Government Information Security Framework. This process will be undertaken in accordance with the DTESB process and will be reviewed on a periodic basis.

## 3. DATA

GOLDOC is presently undertaking a body of work to procure and deploy its corporate applications. During this this process GOLDOC is committed to the consideration of datasets that its corporate applications may manage. Any datasets identified will be considered for future release once they are known. For example, the GOLDOC Customer Relationship Management (CRM) system (once implemented) may collect data on demographic and geographical location of persons interested in purchasing tickets to Commonwealth Games events.



Once identified, datasets will be audited to determine their appropriateness for release. The classifications for release will be in line with the DTESB classifications:

- suitable for immediate release
- suitable for release but requiring additional work (such as putting the data into a suitable format or editing to remove identifiable information)
- possibly suitable for release but work required to determine if there are any legal, ethical or policy barriers to its release
- possibility not suitable for release but of questionable utility and;
- not suitable for release.

An annual review will be undertaken to ensure the classifications applied to data remain relevant and that data released remains up to date.

Prior to the release of data GOLDOC will also consider:

<b>Ownership of data</b>	Where data is collected by a third party agency it will be necessary to determine that contractual obligations permit its release or permission will be sought from the data owner.
<b>Contractual requirements</b>	Legal advice will be sought where contractual obligations are not clear on the release of data.
<b>Personal or other identifying data</b>	Privacy principles will be adhered to and all data will be de-identified. Commercially sensitive information will not be released.
<b>Statutory or legislative requirements</b>	Where legislation restricts the release of datasets legal advice will be sought.
<b>Revenue issues</b>	GOLDOC does not charge a fee for any datasets. Therefore the issue of replacement of revenue does not apply.
<b>Culturally sensitive material</b>	Culturally sensitive issues will be considered prior to any data release.
<b>Source of truth of information</b>	If the same data is available elsewhere GOLDOC will not release the data.
<b>Internal working documents</b>	As a general rule internal working documents will not be released.

In its publication of data GOLDOC will apply the metadata standards and data formats applied under the DTESB Open Data Strategy.

## 4. DATA TO BE RELEASED

Appendix A lists data (identified to date) to be released.

## Appendix A

### Data to be released and release timeline

Dataset Name	Description of data	Target publish date	Frequency of Review	Open Licence (Yes or No)
Overseas Travel	Overseas travel undertaken by GOLDOC employees	October 2013	Annual	Yes
Consultancies	Consultancies engaged by GOLDOC	October 2013	Annual	Yes
Financial Data	Annual financial data	October 2013	Annual	Yes
Workforce Data	Number of GOLDOC employees	October 2013	Annual	Yes

Further datasets to be identified once GOLDOC corporate applications are implemented and an information asset review and process has been implemented.