Data Governance

Data excellence & strategy for improved decision-making

Knowledge is power: As such, data governance and data strategy are key to ensure all available information within an organisation is managed and used efficiently. With existing data as the basis for identifying weaknesses and opportunities, clear guidelines and best practices in data governance have been implemented within Vienna's City Council to optimize day-to-day processes: from operative tasks and cross-departmental collaborations to decision-making.

Quick Facts

- Solution area: **Organisations, Processes, Regulations and compliance, Technological innovation**
- Administrative level: **Municipality, District, State, Federation**
- Solution process: **Digitization and technology, Public service, Smart City**
- Technology: **Artificial Intelligence, Automation and robotics, Information technology**

How it works

Data management and strategy are key levers for increasing efficiency and transparency within organisations. By establishing clear standards for accuracy, completeness, and reliability, decision-making processes can be significantly accelerated, resulting in a more efficient day-to-day operation. A well-designed data strategy also ensures compliance with regulatory requirements, enhances cross-departmental collaboration, and protects against unauthorized access. In the City Council of Vienna, these approaches have led to lasting improvements in administrative processes: the implementation of Data Excellence Services (PEDES) has driven digitalization and enabled agile access to consistent, high-quality data. KPIs have been integrated into daily management practices, supported by analytical tools that enable transparent and precise performance evaluations. The introduction of electronic records management (ELAK) has improved data quality and information retrieval through structured coordination and clear system architecture. In economic planning (MA01), multidimensional data models based on cube technologies enable detailed analysis, real-time budgeting, and scenario planning—enhancing transparency across departments. IT service management (ITSM) has been optimized across the city administration to ensure more efficient resource allocation and improved service quality. Business data governance and a consistent data strategy ensure the effective use of available information. In addition, standardized technical governance mechanisms have been introduced, promoting consistency and efficiency across all IT systems through clear standards and best practices for selection, implementation, operation, and decision-making. Agile organisational structures and effective data management further enhance the administration's adaptability—resulting in noticeable improvements in flexibility, efficiency, and data quality.

The Big Picture

In any professional or administrative environment, data is the key to informed decision-making. By optimizing available information and establishing a consistent method for data collection and processing, HR and management teams can rely on high-quality data when planning their next strategic steps—enabling more innovative, forward-looking solutions that drive economic growth. Additionally, organisational processes can be significantly streamlined and accelerated, leading to higher efficiency, increased transparency, and improved security standards.

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