

Public Data Forum Roles and Responsibilities

May 2, 2016

Background:

[The Public Data Forum](#) serves as a transparent, two-way communication mechanism through which the public can communicate to EPA about EPA's data and applications as well as see EPA's responses to public comments, questions and requests. The forum fulfills one of OMB's [Open Data Initiative](#) mandates which is described in the Public Engagement section of the [Leading Indicators Strategy Rubric](#).

Roles and Responsibilities:

Data Owners and EDG Stewards will:

1. Work with the EDG and Developer Central teams to respond to questions sent to the Public Data Forum within two business days. It is acceptable for the response to be along the lines of "I need to look into this further" or "I'm out of the office".
2. Post final responses to the Public Data Forum within five business days or contact the EDG (edg@epa.gov) and Developer Central (Data_Developer_Support@epa.gov) team if assistance is needed meeting this requirement.

Directions for posting responses to the Forum:

- Click on the link to the question that appears in the email that you receive either from the Help Desk or directly from the Public Data Forum.
- Scroll down to the bottom of the page and submit your response through the online form.
 - Do not include your full name in your response. You may use first name and last initial in the Name field.

Help Desk Support contractors will:

1. Review/moderate all incoming pending topics, emails and comments. Immediately disapprove any topics/comments that meet the following criteria:
 - contain obscene, indecent, or profane language;
 - contain threats or defamatory statements;
 - contain hate speech directed at race, color, sex, sexual orientation, national origin, ethnicity, age, religion, or disability; or
 - promote or endorse services or products. (Note that non-commercial links that are relevant to the topic or another comment are acceptable.)
 - contain copyrighted or other proprietary material without proper attribution

Information on disapproving comments:

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- Comments can either be marked as Spam, deleted or left as draft.
 - Comments that may be relevant to Developer Central, EDG or another EPA office should be kept in draft.
2. Move comments/emails which are related to APIs, applications, and data/datasets that have been received outside of the Forum (for example the EDG or Developer Central mailbox) to the Public Data Forum. Ensure that comments/emails DO NOT CONTAIN [Confidential Business Information/Personally Identifiable Information \(CBI/PII\)](#).

Information on creating topics/adding comments and emails from other sources:

- All topics made available on the Public Data Forum will not contain last names, emails, or personal or business oriented websites
 - To create a new topic based on a comment/email from another source, first ensure that you are logged out of Developer Central. Next, create the topic with the user's first name and last initial, their email title, and the original email content.
3. Answer generic questions that do not require program office/subject matter expert input. For example:
 - Questions that ask how to locate specific data/APIs if one already exists or there is a clear answer.
 - Questions that ask about broken links where there is a replacement URL that can be found by the support contractor (however this information should be supplied to the EDG team for follow-up in order to fix the broken link).
 4. Route questions to the appropriate program office/subject matter expert where additional input is required.
 - Copy Ana Greene and Andrew Yuen on questions that are routed to data stewards or program offices/subject matter experts.
 5. Track statistics and make them available when requested.
 - Total number of questions
 - Average response time

Developer Central Project Manager will:

1. Assist in identifying the appropriate program office/subject matter expert when necessary.
2. Promote proposed application ideas in the Public Data Forum to the application ideas category.
3. Escalate unanswered questions to ensure that questions are answered in a timely fashion.
4. Perform periodic (monthly) checks to ensure that Forum topics meet the criteria specified above.
5. Resolve any code errors/performance enhancements to the Public Data Forum.

EDG Program Manager will:

1. Communicate with and train metadata stewards and data owners regarding the roles and responsibilities of data owners in relation to the Public Data Forum.
2. Assist in identifying the appropriate program office/subject matter expert when necessary.
3. Assist with answering EDG specific, or general data questions when necessary.
4. Assist with escalating unanswered questions when necessary.