



# Other Services and Capacity-Building Opportunities Focus Area

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March 2022

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# Use Case Summary

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## Focus Area Discussion

The Committee is exploring work along two use cases:

- A communications-focused use case that is designed to guide recommendations related to how best convey the value proposition of a National Secure Data Service to key constituencies so that the Service is both useful and used; and
- A technical-assistance use case designed to elicit the range of services that the Service should offer, including both the now-familiar concept of a “data concierge” as well as other services that would benefit the community of potential Service users.

# Strategies

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## Focus Area Discussion

To further develop these use cases, the subcommittee is:

- Conducting additional fact finding that we believe is relevant to each; and
- Developing fictitious “personas” that represent archetypal Service users and depict their potential goals and objectives, level of technical capacity, and existing resources.

The former is designed to ensure we’re learning, as much as possible, from existing analogous efforts – regardless of use case.

The latter is specifically designed to help us pressure-test our recommended technical assistance offerings to help ensure they are as complete as possible.

# Findings

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## Focus Area Discussion

We've begun our Year 2 work by focusing on the communications use case.

- We are grateful to two groups, the Data Quality Campaign (<https://dataqualitycampaign.org>) and Results for America (<https://results4america.org>), for speaking with the subcommittee.
- Results for America offered a series of concrete recommendations for developing an effective communications and education strategy for an NSDS.
- Data Quality Campaign provided examples of specific artifacts they had used in the education sector to conduct data advocacy efforts at the federal, state, and local levels.
- Taken together, the subcommittee believes we have sufficient content to recommend the core elements of an externally-facing communications and education strategy, and exemplars to bring that strategy “to life.” *We hope to bring these to the Committee in our next meeting.*

## Next Steps

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### Focus Area Discussion

In April, we will turn our attention to the “data concierge” function and other technical assistance activities discussed in the Year 1 report. Examples include:

- Further collaboration with ICSP to explore the way in which the federal statistical community’s SAP can inform the development of the Service;
- Additional fact-finding with organizations that provide one or more services that are similar to those anticipated for “data concierges,” including focused conversations with FSRDC Directors, ICPSR, and NIH’s Library Data Services.
- More information on how this work stream will progress will be provided in further meetings.

# Full Committee Discussion

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## Discussion Questions

- Are there any other “must consult” individuals or organizations that the full Committee would commend to our group?
- Has your own work with uses cases surfaced communication or technical assistance activities that we should be taking into consideration as we move forward?
  - *As a reminder, each subcommittee has at least one “Other Services” committee member on it ... so don’t hesitate to make explicit space in your meetings to ask both this question and that the OS subcommittee member take the answer back to us!*