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MyData Global ry

Performance audit 2020

Planning & process document

NOTE:

- This is a public document available to all members of MyData Global and beyond.
- This document will be linked to the official report that will be circulated among the MyData Global membership in advance of the spring general meeting 2020.
- This document contains links to the resources and materials used and produced in conducting the mandatory annual performance audit as well as the steering group's process log and notes before, during, and after conducting the audit.
- This document is designed to be copied and re-used for its structure by the steering group of 2021 as a template for their audit process document.
- This document is editable by members of the leadership team (board, steering group, staff) of MyData Global.
- Anyone can leave comments in this document.

HOW TO CONTRIBUTE TO THIS DOC:

- To suggest edits, use suggest mode
- To comment or ask a question, use the commenting tool

DO NOT INCLUDE ANY CONTACT INFORMATION IN THIS DOCUMENT.

If in doubt, ask for help from @Viivi on Slack or viivi@mydata.org



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Why an annual performance audit?

- Transparency internally is critical
- We want and need to improve
- We need longitudinal data to evaluate our improvement
- One is mandated by [our bylaws](#) section 5.2. and by Finnish association law

Goals and objectives

1. Evaluate overall functioning of the organisation
 - Both quantitative and qualitative
 - Evaluate against the guiding principles
2. Provide recommendations for improvement
3. Provide a blueprint for future performance audits by future steering groups

Principles

1. Scope each report to the time and effort available for the current steering group (MVP + additional features)
2. Point out the positives as well as the improvement points

Scope

What the performance audit does not cover

- What's covered in the annual report prepared by the board
 - Impact of the organisation on the world
 - Performance against the business plan approved in the autumn general meeting (2018, = annual OKRs for the organisation)
 - Performance against internal objectives between Q4/2018 and Q4/2019 (quarterly OKRs for the staff)
- What's covered in the financial audit performed by the official auditor
 - Fiscal regulatory and legal compliance
- For 2020, anything that happened before the founding meeting on 11 Oct 2018 or after 31 Dec 2019



What the performance audit does cover

- How well this organisation and its subdivisions (= the leadership team consisting of the board, the steering group, and the staff) performed against its past performance (not possible in 2020) and its own standards (= [Guiding principles](#) & other internal regulations)
- Whether there is a need to update or revise those standards and, if there is, how the steering group recommends it is done (process and substance)
- Special focus is placed on how the hubs network, as represented by hub leaders, have perceived and experienced the performance of the organisation (not in 2020)
- For 2020, all of the above only between 11 Oct 2018 and 31 Dec 2019

Outputs

Report

- 1-2 A4 pages <doc & short url>
- PDF + webpage published on mydata.org <url>

Background documentation

- A list of and the links to all documents audited and reviewed <doc & short url>
- Steering group's audit & review notes <doc & short url>
- Hubs survey process, data, analysis, and results <docs & short urls>
- Open membership consultation process, data, analysis, and results? <docs & short urls>

Slide deck

- Short presentation deck for use in the spring general meeting <deck & short url>

Presentation

- Presentation of the report's findings at the spring general meeting (time TBC)
- Recorded & published as a standalone recording from the meeting



Process documentation

- This document

Template for 2021 audit

- Blank versions of the 2020 report, background docs, slide deck, and this document <docs & short urls>

Format of the report

Basic report (scorecard)

Goal: 1-2 A4 pager

Edit in the original sheet [here](#).

Review Items	Culture of Respect	Initial Reviewer: {Name}	Second Reviewer: {Name}
		Details	Recommended Actions
What were the important decisions that were made/processes that took place?			
Vision of Success 2022 to Theory of Change			
Event cycle including MyData 2019 Conference			
Review Items	Culture of Proactivity	Initial Reviewer: {Name}	Second Reviewer: {Name}
		Details	Recommended
What were the important decisions that were			



made/processes that took place?			Actions
Vision of Success 2022 to Theory of Change			
Event cycle including MyData 2019 Conference			

Review Items	Transparency & Openness	Initial Reviewer: {Name}	Second Reviewer: {Name}
		Details	Recommended Actions
What were the important decisions that were made/processes that took place?			
Vision of Success 2022 to Theory of Change			
Event cycle including MyData 2019 Conference			

Review Items	Diversity by Design	Initial Reviewer: {Name}	Second Reviewer: {Name}
		Details	Recommended Actions
What were the important decisions that were made/processes that took place?			
Vision of Success 2022 to Theory of Change			
Event cycle including MyData 2019 Conference			



Review Items	Efficiency, Agility & Coordination	Initial Reviewer:	Second Reviewer:
		{Name}	{Name}
What were the important decisions that were made/processes that took place?		Details	Recommended Actions
Vision of Success 2022 to Theory of Change			
Event cycle including MyData 2019 Conference			
Review Items	Accountability	Initial Reviewer:	Second Reviewer:
		{Name}	{Name}
What were the important decisions that were made/processes that took place?		Details	Recommended Actions
Vision of Success 2022 to Theory of Change			
Event cycle including MyData 2019 Conference			

Summary report

Edit the original in this [sheet](#).



How can we make this organization be better in the near future? What's actionable in the short term?

Did we abide by our own guiding principles and other internal regulations?

7-point scale point definitions

Edit the original in this [sheet](#).

#	Level Name	With respect to principle A, decision/process B is:	Details	How to Handle the Concern	Action Plan Recommendation by SG
7	Leading-edge	Completely aligned, and cannot be made better.	Details of what was great	No action needed. All fine.	
6	Great	Aligned and without issues. There exists only room for minor improvement.	Details of what can be improved	No action needed. All fine, some minor recommendations by steering group might be proposed.	
5	Good	Aligned, with no major issues raised by MyData community. Change may lead to significant improvements for us as an organization, though.	Details of what should be improved	No action needed. Fine, recommendations by steering group about doing it better may be proposed.	
4	Satisfactory	Aligned, after addressing issues raised by concerned individuals in the MyData community. A better way was found and is already in place.	Details of issues raised by MyData community	No action needed. Documentation about how the decision has been made should be investigated to avoid taking average decisions in the future.	
3	Warning	Not aligned, and SHOULD BE fixed. The details of our concern are provided in the next column.	Details of concern and why it should be fixed	Documenting post-mortem may be required by Steering group, to describe how the decision has been made for future purposes. Changing the decision under	

			warnings by the board is recommended. A process/validation may be proposed by steering committee to the board, to avoid to reproduce it in the future. The board is not obliged to adopt it.	
2	Serious	Not aligned, and MUST NOT repeat the same. The details of our concern, and our recommendation on how to make it better are provided in the next column.	Details of concern and why it may happen again Documenting post-mortem is required by Steering group, to describe how the decision has been made for future purposes. Changing the decision under "Serious concerns" by the board is required under the period of 6months. A process/validation must be proposed by steering committee to the board, to avoid to reproduce it in the future. The board is obliged to adopt it or to propose another one that avoid the situation to happen.	
1	Urgent	Not aligned, and frequently happening even nowadays. Action MUST be taken immediately. The details of our concern, and our recommendation on how to make it better are provided in the next column.	Details of concern and why it is urgent Documenting post-mortem is required by Steering group, to describe how the decision has been made for future purposes. Changing the decision under "Serious concerns" by the board is required as soon as possible,in the limit of 30days. A process/validation must be proposed by steering committee to the board, to avoid to reproduce it in the future. The board is obliged to adopt it or to propose another one that avoid the situation to happen. The steering group may propose perosnal sanctions if after investigation, it appears that the fault was deliverately done by one or few persons.	

For reference, current guiding principles explained ([copy from website](#))

GUIDING PRINCIPLES	What this means for us as the ORGANISATION	What this means for us as members and participants of the COMMUNITY
Culture of Respect	We actively facilitate a space where people are free to fully express their identities and opinions, and are free from discrimination and harassment.	We speak and act respectfully of others, including their privacy, personal information, and contributions.
Transparency & Openness	Our meetings, documents, and processes are open by default; we prioritise activities aimed at public use.	We communicate openly and share knowledge actively.
Efficiency, Agility & Coordination	We encourage decentralised activity in MyData Initiatives while supporting them with central coordination. The board and staff will seek to develop efficient means and structures for the organisation as well as the community.	We adhere to established tools, processes and structures, and actively suggest as well as pilot improvements, if needed. These means will support us to engage with activities of MyData Global organisation and community across diverse boundaries.
Culture of Proactivity	We open up processes as early as possible, invite contributions and taking initiatives.	We contribute proactively to ongoing projects, including giving constructive criticism where useful.
Diversity by Design	We design our processes to incorporate diversity and actively seek to include diverse voices.	We strive to bridge and benefit from the diversity of backgrounds, competencies, culture and perspectives.
Accountability	We respect agreements entered with members as well as third parties and take common responsibility for successes as well as failures.	Even for voluntary efforts our common achievements depend on mutual accountability. We commit to share with relevant parties, when we



		are not able to meet values and expectations.
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List of documents to be audited & reviewed

Vision of Success 2022 (VoS22) to strategy & Theory of Change (ToC) process

- Recommended material to audit
 - Original VoS22 plan [deck](#)
 - Introduction of the VoS22 process at the spring community meeting in Edinburgh [video](#)
 - Vos22 editorial team [memo](#) (5 pages)
 - Relevant sections of the [board meetings memo](#) have been flagged with a COMMENT “Performance Audit - Strategy” (**recommended you start from the bottom for a chronological picture**)
 - Presentation of the approved strategy and ToC at the autumn community meeting in Athens [video](#)
- Reference
 - [Drive folder](#) containing most of the relevant documents
 - [#visionofsuccess2022](#) Slack channel (active 25 Jan to 12 Jun 2019)
 - [#strategy](#) Slack channel (established 13 Nov 2019)

Event cycle and MyData 2019 conference

- Recommended material to audit
 - Relevant sections of the [board meetings memo](#) have been flagged with a COMMENT “Performance Audit - Event cycle” (**recommended you start from the bottom for a chronological picture**)
 - Conference concept and staff working [deck](#)
 - [Report](#)
 - Staff [retrospective](#) on the conference project
- Reference
 - [Drive folder](#) containing most of the relevant documents
 - [Running memo](#) of staff meetings for the conference project

Other resources (consult if relevant or interesting)

- RECOMMENDED: Board, staff, and steering group [retrospective](#) & peer review at the end of 2019
- [Business plan for 2019](#) (approved in the autumn general meeting 2018)
- [Log & notes for performance audit from general manager](#)
- [SG meeting memos and decisions](#)



Additional information to be specially gathered

Hub leaders survey

- DECISION: not in 2020
- Docs opened: [deck for process & questions](#) + [doc for development & notes from interviews/survey submissions](#)

Open consultation for members

- DECISION: not in 2020
- Idea: could be sent to members together with the SGM invitation with 7 days time to respond, really lean

Questions the audit is trying to answer

Organisational performance

Overarching question: *Did we abide by our own guiding principles and other internal regulations?*

We evaluate this by auditing in particular two major processes that took place in 2019:

- Event cycle & MyData 2019 conference, including:
 - Split of time and resources between running the conf project and running the organisation (VL)
 - Shift to biennial global conferences with regional conferences in the intervening years (VL)
- Vision of Success 2022 & strategy development (VL)

In the course of our evaluation, we also think about the question: *What were the important decisions that were **not** made (or even considered)? and How can we make this organisation be better in the near future? What's actionable in the short term?*

Hubs perception of organisational performance

- Not in 2020
- See the hubs survey documentation



Members' perception of organisational performance

- Not in 2020
- See possible open consultation documentation

Project plan

- Phase 1: Approval of basic format and goals of the report
- Phase 2: Timeline development and R&R allocation
- Phase 3: R&R Execution
- Phase 4: Internal Review within SG
- Phase 5: Integration
- Phase 6: External Review

Timeline

Milestones

When	What
Tue 16 Jun 2020	Spring general meeting and the presentation of the performance audit results
Tue 2 Jun 2020	Performance audit report circulated among the membership
Fri 22 May 2020	Steering group May meeting, including the approval of the contents of the performance audit report
Fri 24 Apr 2020	Steering group April meeting, kicking off the review process
Fri 20 Mar 2020	Steering group March meeting, including the approval of the basic format and goals for the report

Gantt chart

[Link to Chart](#)

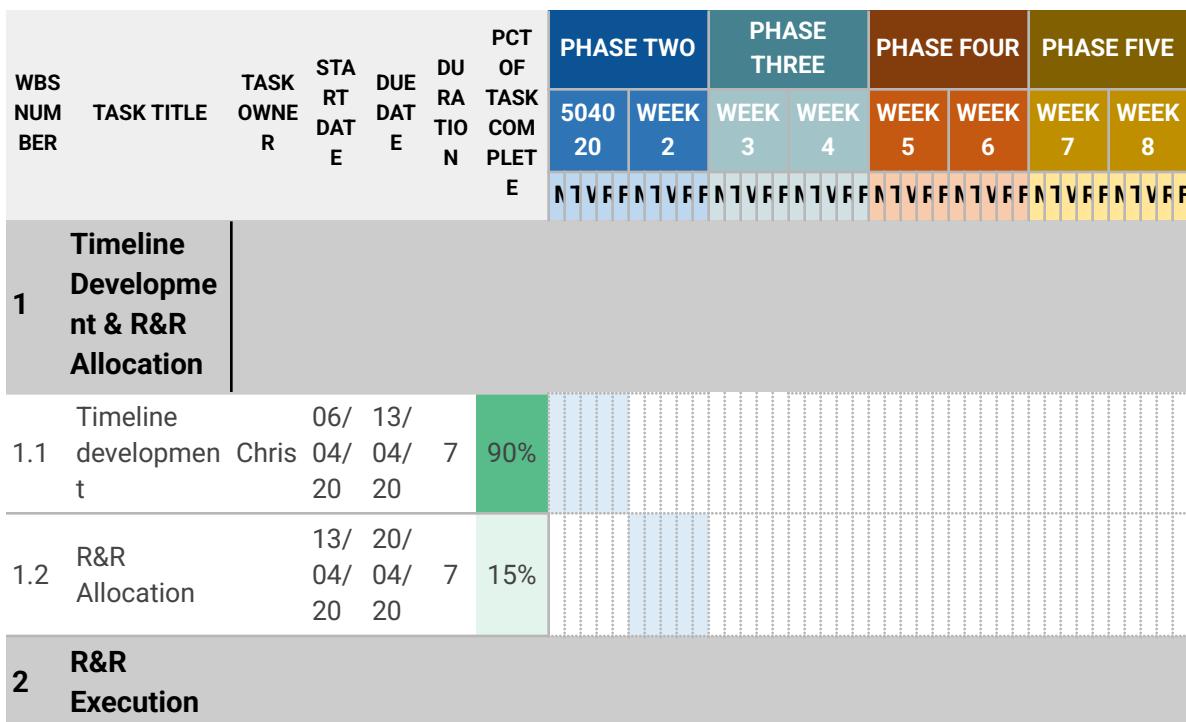


GANTT CHART TEMPLATE

A Gantt chart's visual timeline

Smart Sheet allows you to see details about each task as well as project dependencies.

PROJECT TITLE	Steering Group Performance Audit of 2019	COMPANY NAME	MyData Global
PROJECT MANAGER	Steering Group 2020	DATE	05/04/20





2.1	Culture of Respect	24/04/ 04/05/20 20 20	4 0%		
2.2	Transparency & Openness	24/04/ Mehdi 04/05/20 20 20	3 0%		
2.3	Efficiency, Agility & Coordination	24/04/ Chris 04/05/20 20 20	0 0%		
2.4	Culture of Proactivity	24/04/ 04/05/20 20 20	0 0%		
2.5	Diversity by Design	24/04/ 04/05/20 20 20	0 0%		
2.6	Accountability	24/04/ 04/05/20 20 20	0 0%		

3 Internal Review within SG

3.1	Culture of Respect	04/ 18/			
		05/ 05/ 0 0%			
		20 20			
3.2	Transparency & Openness	04/ 18/			
		05/ 05/ 0 0%			
		20 20			
3.3	Efficiency, Agility & Coordination	04/ 18/			
		05/ 05/ 0 0%			
		20 20			
3.4	Culture of Proactivity	04/ 18/			
		05/ 05/ 0 0%			
		20 20			
3.5	Diversity by Design	04/ 18/			
		05/ 05/ 0 0%			
		20 20			
3.6	Accountability	04/ 18/			
		05/ 05/ 0 0%			
		20 20			

4 Integration



Division of labour (needs updating)

What	Who	DL
Board Audit	TBD	04/05/20
SG Audit	TBD	04/05/20
Hubs Audit	TBD	04/05/20
Staff Audit	TBD	04/05/20
Board Audit Review	TBD	18/05/20
SG Audit Review	TBD	18/05/20
Hubs Audit Review	TBD	18/05/20
Staff Audit Review	TBD	18/05/20
Review Integration in to Final Report	TBD	25/05/20
SG Final Review of Performance Audit to be Submitted	TBD	01/06/20

- Need to document method, materials, etc. before presenting at meeting

Process log & notes

Add the newest entries at the top.

Notes MM, CL, & VL 14 April

Decisions made:



- We audit processes and decisions to do with 1) strategy definition & 2) event cycle
- Questions to keep in mind as you review:
 - Did we abide by your assigned guiding principle and other internal regulations?
 - What were the important decisions that were not made (or even considered)?
 - How can we make this organization be better and more agile in the near future? What are some actionable recommendations you would like in the short term?

Next steps

- Material to review re 1) and 2) from VL by 17 April
- 1-7 point scale descriptions by MM by 17 April
- Working spreadsheet by CL by 17 April
- Next sync up on 17 April

Email VL & CL 8 April

Hello Steering Group!

I hope all is well with you.

Today, I am writing to give an update on the latest regarding our performance audit, and to ask for your vote on three things, one of which will need to be finalized within one week.

First, the update.

The performance audit framework now has six categories which is a change from the 10 categories we decided on during our last call. The main reason for this is because we have six members in the steering group, and having six categories (see [here](#)) that we each take charge of would be easier to align with.

Furthermore, we (Viivi and I) would like to reduce the scope of the performance audit to three or four "important" questions that we are trying to answer. Currently, we have more than four questions on our list (see [here](#)).

Given the above, there are three votes on which your input would be very helpful:

1. (URGENT*) Which questions are the most important for the performance audit in 2020? (vote [here](#))
2. Which category (principle) would you like to review? (list your name [here](#))
3. If you can join our next call on Apr. 14 (not a formal SG meeting), what time would be best for you? (vote [here](#))



I have tried to keep this email concise and as a result some of the reasoning behind the above announcements may not be entirely clear. If there is anything you would like clarified, please take a look at the process log & notes ([here](#)) or simply let me know what you'd like to have made more clear. I will happily explain in more detail. =)

Thank you for your precious time and concern.

Notes VL & CL 7 April

- CL has prepared project plan and gantt chart
- Decided against dividing principles into sub areas
- Decided to suggest each SG member evaluates the same things through an assigned principles
- Decided to suggest we take the long list of important processes and decisions from [here](#) and narrow that down to 3-4 items that each member reviews
- VL will provide relevant docs for each item as soon as shortlist ready
- CL will email SG today with the above
- Target: shortlist defined by the end of the week, also get started with principle assignment
- Recommend we don't do hubs survey as part of this audit (maybe H2/2020)
- Recommend we don't do members' survey as part of this audit (maybe H2/2020)

Notes VL & CL 30 March

- Went through the work done on 29 March by VL, minor tweaks
- Next steps: CL to develop project plan, timeline, and division of labour sections

Notes VL 29 March

- Files and folders in the whole drive are a bit of a mess both in terms of where they are organised and how they are named. Spending *a lot* of time moving and renaming things at the moment.
- I'm unsure if all the necessary documents are open to viewing by people without personal access to the MyData drive. All links included in the notes and resources for the final report should be openable by anyone.
 - → TODO Viivi: click through all the links in the final report & notes in incognito mode & make sure they're viewable
- Created the preliminary structure of this doc
- Took notes from the March meeting & consolidated + incorporated them
- Asked SG chair of 2019 (Antti 'Jogi' Poikola) to look over this doc if he has the chance



Official / other key decisions from 20 March meeting

- Use the guiding principles (break down into sub-areas) as the frame for the performance audit
- Goal is a template for future SGs to use in their audits
- Goal is a 1-pager summary to present at the SGM
 - Supporting documentation (= our notes) available openly

Notes (rephrased, consolidated, and in part moved to other parts of this doc by VL) from 20 March meeting

- Goals of this audit
 - Start a blueprint for the next steering group
 - Evaluate overall effectiveness of the organization
- What should we look for when reviewing the material?
 - List up important decisions that have been made and those that have not been made, and start with those
- What sort of measure should we use to “calculate” performance?
 - Events: Are documentations being used effectively?
- Do we have specific functions that we will audit?
 - Performance audit more as a internal facing where as the annual report as a outward facing
 - Did we do it according to our own rules?
- Creating blueprint for next SG is at this stage should be a simple template that can be developed further
 - The organization is still practicing, so a template that everyone in the community can see easily whether we acted to our values
 - Recommendation to SG next year
- Template can be guiding principles (broken up into subareas)
 - A Couple evaluation points under each principles
 - A quantitative one
 - A qualitative one?
 - Checklist works
- One point is to point out things are going well as well as improvement points



- A lengthy wording is not preferable → The most critical issue should be clear, easy to read, short to not get bored