

# Instructions: Process Map

The process map is workshop tool that is designed to support urban innovation practitioners to think through privacy and data protection elements in their innovation, data and technology projects.

## Instructions page 1: Privacy and Data Protection Process Map

This first part of the process map aims at mapping the implementation of the innovation, data and technology project. From the underlying values and aims, through to the development phase and legal environment.

### *Value mapping:*

Here participants are asked to write down their values that are important to the team, these can be meta values like 'Transparency' or 'Openness' or values like 'citizen participation'. This is an important aspect, because usually these values will further determine how a service is developed, and which other values might be neglected in the technical design of the application.

### *Aim:*

Participants should write down the aim of their project as concise and specific as possible.

### *Organizational culture and structure:*

Participants are asked to describe their organizational culture, for example if the situation is very hierarchical and hence decisions and adjustments are difficult to achieve. Note that the team culture can be different from the organizational culture. This aspect is relevant as it might limit or enhance the team's ability to get things done..

Note that for some groups the values, aims and organizational culture might not align. For example, if the values and the aim are citizen participation and innovation, but the organizational culture is very hierarchical and bureaucratic, there will be a disconnect and this can impact the project.

### *App Development Process:*

The development process is broken down into ideation, development, testing, role out and evaluation. Participants are asked to write down who should be included in the process of developing an app, what resources they have and what their needs are for each of the 5 stages of the development process. Think off:

- Who should be included: the different stakeholders and also if they are the drivers of the process, the implementers or just need to be informed about the status of the process.
- Resources: what do the participants already have to make this process successful, for example: workshop room, facilitator, project manager, developer, consultant, code base, good media contacts, and process for the collection of feedback,
- Needs: what do the participants not have but need to make this process successful, for example: set common goal, technical knowledge, feedback loop, buy-in, good organization, open communication, Appstore approval

Note if participants mention privacy and data protection experts anywhere. If not mention this at the recap.

*Legal environment:*

The participants should write down any of the laws, policies or commitments that are made at a nation, or city or municipality level that will impact their data and technology project.

## Instructions page 2(A) Data Processing Characteristics

The second part of the process map aims at walking participants through different elements of a Privacy Impact Assessment.

*Data collection:*

Participants are asked to write down what data will be collected by the app. Examples are name, address, email, phone number, location, and pictures.

*Data processing:*

After the participants have identified which data is collected, it is time to think about how it will be processed. Will all the data be processed at the same time or are there different processing phases?

Note that usually data processing consists of different phases. For example the project might need data on the name and address to authenticate someone's identity, but once this is done the other data processing phases only need the user name. This separation allows participants to think through separation of data in database constructions.

*Value and risks:*

The participants are asked to tease out what are the different values and risks of the data processing to the different stakeholders. If they can not come up with a value or a risk for one particular stakeholder that is also an answer.

*Data storing:*

Participants are asked to explain where and how they will store data. Is it stored locally or on the cloud, is it stored by the city or municipality or by a third party, is it stored securely?

Note that when participants have questions about data storage it is an opportunity to talk about local storage versus cloud storage, (geo)politics of choosing how to store data, and backups to avoid loss of data.

*Scope of processing:*

Participants are asked to write down how long they will store the data for, what data can be they will delete

Note that you can connect the scope of processing to retention, archiving and deleting (RAD). Have the participants thought through what data they will retain, archive and delete and when. After the project will they only keep the aggregated data?

*Data sharing with third parties:*

Participants think of who they will most likely share the data with and try to answer all the questions in the matrix.

*Context:*

The context of the project will impact how successful it will be and how easy or difficult it will be to integrate privacy and data protection into it. Therefore, participants are asked to think of the innovation, political, social and cultural context this data and technology project is taking place.

Note that privacy is culturally determined. In some cultures the works holds more value than others, however real life implications of identity thefts, responsibility towards citizens, or ... will be important. Find the hook that will make privacy and data protection work, politically, socially and culturally. Privacy and data protection also does not have to stop innovation, it just means you are smarter in how you innovate and you do it on your own terms.

## Instructions page 2(B) Risk-Value Analysis of Data Processing

The third part of the process is map is like a quick scan in which participants are asked to map the Value versus the Risk of the Data processing. And how these change if you take certain steps that will increase data protection.

*Phase 1:*

Participants are asked to assess how valuable their project and the subsequent data processing will be for citizens.

*Phase 2:*

Participants are walked through a risk assessment through 4 tables:

- Citizen expectation of privacy
- Consequences for different stakeholders
- Evaluate the risk to the project based on the expectations of citizens and the potential consequence.
- Likelihood the data will be misused

*Phase 3:*

Participants are asked to assess if given the value and the risks, if they should collect and process the data.

*Phase 4:*

Different mitigation strategies can be selected and the participants are asked if this changes anything in terms of values versus risks.

*Phase 5:*

Summarized the steps the participants want to take to decrease the risk but still be able to get the same value from the project.

## Instructions page 4 Moving Forward

The final part of the process map looks at planning, what do the participants want to change once they move forward from this workshop.

*Consultation:*

Who should you include in what part of the process?

*Communication strategy:*

How will the participants communicate their decisions on data collection, processing and publishing.

*Mitigation plan:*

Here participants will draw on the previous exercises and list the different risks, the actions they will take to mitigate these risks, and who is responsible for taking and following up on these actions. The later is important, without a clear assignment of roles and responsibilities, the action will not happen.

*Needs:*

The participants will draw on the previous exercises and list the different needs they have

*Next step:*

Ask the participants to write down as many next steps as they can

*Date:*

It is important to note that this process map, a privacy impact assessment, a risk assessment are not static tools, it is important to revisit them in different stages of the process to make sure that privacy and data protection is still integrated in the process design.