



IDENTIFY AND COLLECT DATA FOR REPORTING PROTOCOL

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1. Protocol Purpose and Brief

The purpose of Identify and Collect Data for Reporting Protocol is to establish standardized procedures and guidelines for systematically identifying, gathering, and preparing data to ensure its accuracy, completeness, and relevance for reporting purposes.

The protocol helps in providing a transparent record of data sourcing and preparation for reporting, and focuses on maintaining data quality, consistency, and compliance throughout the reporting lifecycle, supporting informed decision-making and organizational effectiveness.

This protocol is implemented in conjunction with DOH Analytics and Reporting Standard

2. Definitions and Abbreviations

No.	Term / Abbreviation	Definition
2.1	Business Intelligence (BI) Team	Team responsible for gathering, analyzing, and presenting data to support informed decision-making across the organization, by developing and managing dashboards, reports, and data visualizations that provide actionable insights to stakeholders.
2.2	Department of Health (DoH)	The regulatory authority responsible for overseeing healthcare operations within the Abu Dhabi healthcare ecosystem. The DoH aims to ensure high standards of healthcare delivery, public health initiatives, and patient safety, while promoting innovation and continuous improvement within the healthcare system.
2.3	Key Performance Indicator (KPI)	A measurable value that reflects how well something is performing compared to a set objective.
2.4	Responsible, Accountable, Consulted, and Informed (RACI)	A matrix used to define and clarify roles and responsibilities ensuring clear accountability for tasks or decisions.
2.5	Service Level Agreement (SLA)	A formal document that outlines the expectations between a service provider and the beneficiary.

3. Recommended Protocol

Identify and Collect Data for Reporting Process

1a. Create New Report: This step involves initiating the creation of a new report to address a specific information need or business requirement within the Entity. It marks the beginning of the report development process.

1b. Modify Existing Report: In cases where an existing report needs to be updated, enhanced, or revised, this step involves identifying the necessary modifications and initiating the process to make the required changes (e.g., introducing a new KPI).

2. Define Report Requirements: The business team gathers and documents the requirements for the report, including its purpose, audience, scope, content, format, and delivery method. Clear definition of requirements ensures that the report meets stakeholders' needs and expectations.

3. Identify Data Needs: The data elements and variables necessary to fulfill the report requirements are identified and documented. This involves understanding the information that needs to be included in the report to support decision-making or analysis.

4. Identify Data Sources: Next, potential sources of data that contain the required information are identified. This may include internal databases, systems, applications, as well as external sources such as third-party databases or healthcare ecosystem reports.

5. Is it Internal Data Source? Assess if the required data is available and can be sourced from internal systems or databases.

If yes, Move to step 10.

6. If No, Is Data available externally? If internal data sources are not available or suitable, this step involves assessing the availability of external data sources that may contain the required information.

If yes, Move to step 10.

7. If No, Can Data be Derived from Multiple Sources? If the required data needs to be derived from multiple sources, this step involves identifying the relevant sources.

8. If No, Provide Feedback to Requestor: If it is determined that the necessary data is not available from any single source or cannot be derived from multiple sources, the requestor shall be informed at this stage. Feedback should include the reasons why the data cannot be provided and any recommendations for alternative approaches. At this point, the process is terminated unless further actions are needed from the requestor, such as refining the request or seeking other sources.

If yes, Move to step 9.

The process ends here if data is not available and cannot be collected.

9. If Yes, Define Calculation Methodology (referring to Point 7): If data from multiple sources is available, the next step is to define the calculation methodology. This involves determining how the data will be aggregated, transformed, or calculated to produce the desired insights. The methodology should be clearly defined, outlining formulas, algorithms, or processes that will be applied to ensure accuracy and consistency in the results.

10. Assess Data Accessibility: Assess the accessibility of the data based on its classification (open, confidential, sensitive, secret). The classification informs how the data can be accessed, shared, and used. This is important for ensuring compliance with data governance and security protocols. For external data sources, assess if data can be accessed and used for the intended use case. The assessment involves checking licensing agreements, regulatory compliance, and technical integration capabilities.

11. Establish Data Collection Methodology: Data Custodians/IT Services Team define the methodology for collecting data from various requested sources focusing on setting up the procedures for how data will be sourced, whether from internal systems, third-party sources, or other databases.

12. Establish Data Collection Procedure: Data Custodians/IT Services Team document the procedures and protocols for collecting, processing, and storing the data in preparation for report generation.

13. Implement Data Collection: Following the established procedures, Data Custodians/IT Services Team execute the data collection process to gather the necessary data from the identified sources.

14. Is the data collected valid? Assess whether the data collected is appropriate and accurate for its intended use. Validation involves checking if the data meets predefined criteria if the calculation methods are valid and if all necessary data points are included.

If No, go back to Step 11

15. If Yes, Define Data Quality Rules (sub-process): The Business Teams in collaboration with the BI team establish data quality rules to ensure that the data and dashboard meets the entity's quality standards¹.

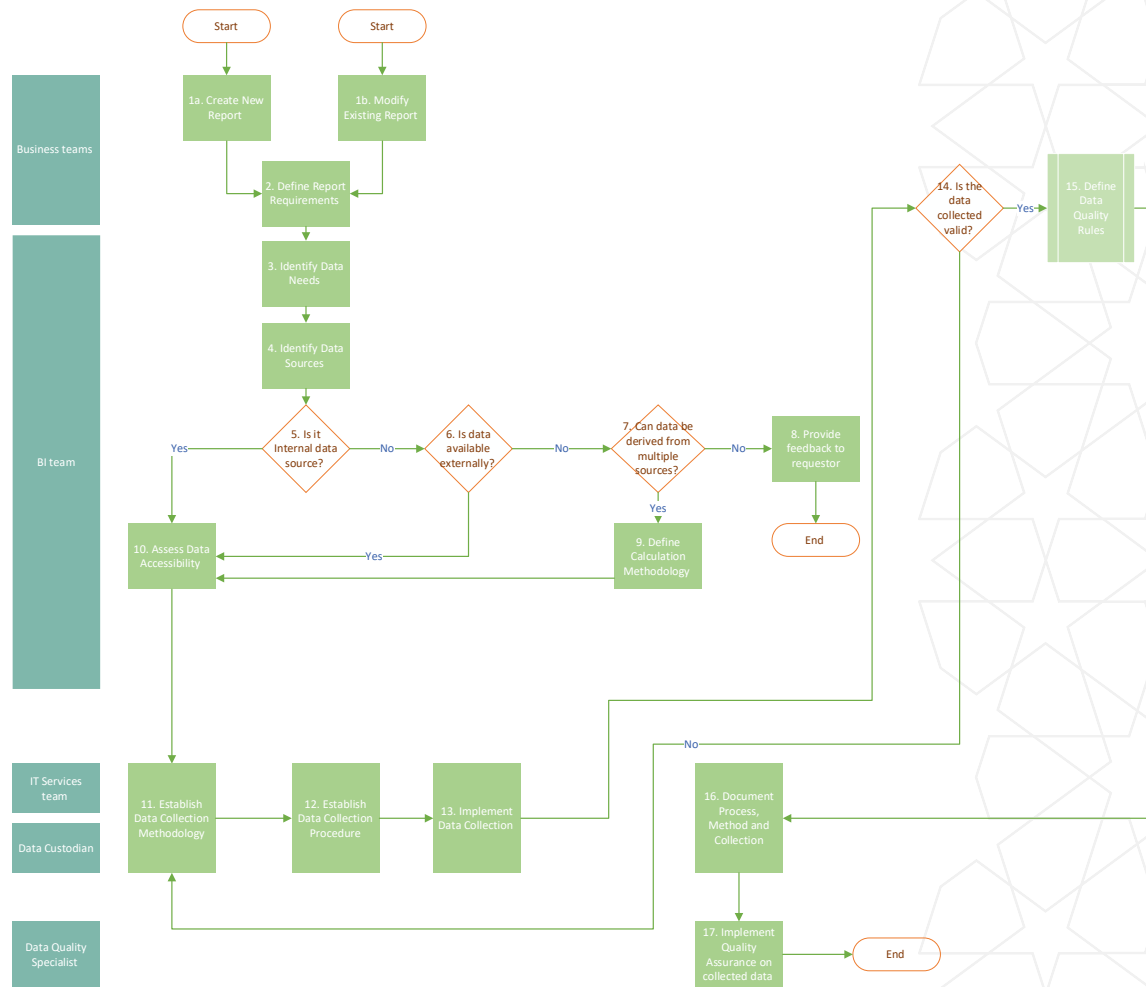
16. Document Process, Method, and Collection: Throughout the data collection process, Data Custodians/IT Services Team maintain detailed documentation, including the methodologies used, procedures followed, and data collected, to ensure transparency and reproducibility.

17. Implement Quality Assurance on Collected Data: Data Quality Specialist implements quality of the collected data before it is used for report generation. This ensures that the data is reliable and trustworthy for decision-making and analysis purposes. The identification and collection of data process is completed.

Process Ends

¹ Refer to: Define Data Quality Rules Protocol

Process (Illustration):



SLA:

#	Process Step	SLA (Business Days)
1a	Create New Report	-
1b	Modify Existing Report	-
2	Define Report Requirements	1
3	Identify Data Needs	
4	Identify Data Sources	
5	Is it Internal Data Source?	
6	Is Data Available Externally?	5
7	Can Data be Derived from Multiple Sources?	
8	Provide Feedback to Requestor	
9	Define Calculation Methodology	
10	Assess Data Accessibility	
11	Establish Data Collection Methodology	
12	Establish Data Collection Procedure	5
13	Implement Data Collection	
14	Is the Data Collected Valid?	1
15	Define Data Quality Rules	<i>As per subprocess SLA</i>
16	Document Process, Method, and Collection	1
17	Implement Quality Assurance on Collected Data	1

KPIs:

#	KPI	Description	Calculation	Frequency	Threshold
1	Report Development Time	Measure the time taken to create or modify a report from initiation to completion.	Total time spent on report development / Number of reports developed or modified	Annually	$\leq$ Total Protocol SLA
2	Data Availability	Measures the percentage of reports delayed due to data unavailability.	$(\text{Number of reports delayed due to data unavailability} / \text{Total number of reports}) * 100$	Annually	Less than 5%

4.Key stakeholder Roles and Responsibilities

RACI:

#	Step	Business Teams	BI team	IT Services Team	Data Custodian	Data Quality Specialist
1a	Create New Report	R, A	I			
1b	Modify Existing Report	R, A	I			
2	Define Report Requirements	R, A		C		
3	Identify Data Needs		R, A			
4	Identify Data Sources		R, A			
5	Internal Data Sources?		R, A	I		
6	Is Data Available Externally?		R, A	I		
7	Can Data be Derived from Multiple Sources?		R, A	C	C	
8	Provide Feedback to Requestor		R, A			
9	Define Calculation Methodology	I	R, A			I
10	Assess Data Accessibility		R, A			
11	Establish Data Collection Methodology			R, A	R, A	
12	Establish Data Collection Procedure			R, A	R, A	I
13	Implement Data Collection			R, A	R, A	
14	Is the Data Collected Valid?	R, A	R, A			
15	Define Data Quality Rules	R, A	R, A			
16	Document Process, Method, and Collection	I	I	R, A	R, A	
17	Implement Quality Assurance on Collected Data					R, A

R – Responsible, A – Accountable, C – Consulted, I – Informed

5.Relevant Reference Documents			
No.	Reference Date	Reference Name	Relation Explanation / Coding / Publication Links
1	2026	Analytics & Reporting Standard	Standards Department of Health Abu Dhabi
2	2026	Define Data Quality Rules Protocol	Standards Department of Health Abu Dhabi