4.2 Set up collection

This sub-process ensures that the people, processes and technology (e.g., web-based applications, GIS systems) are ready to collect data and metadata, in all modes as designed. It takes place over a period of time, as it includes the strategy, planning and training activities in preparation for the specific instance of the statistical business process. Where the process is repeated regularly, some (or all) of these activities may not be explicitly required for each iteration. For one-off and new processes, these activities can be lengthy. For survey data, this sub-process includes:

- Preparing a collection strategy;
- Training collection staff;
- Training system using supervised machine learning techniques;
- Ensuring collection resources are available (e.g., laptops, collection apps, APIs);
- Agreeing on terms with any intermediate collection bodies, (e.g., sub-contractors for computer assisted telephone interviewing, web-services);
- Configuring collection systems to request and receive the data;
- Ensuring the security of data to be collected;
- Preparing collection instruments (e.g. printing questionnaires, pre-filling them with existing data, loading questionnaires and data onto interviewers’ computers, APIs, web scraping tools);
- Providing information to respondents (e.g., drafting letters or brochures explaining the purpose of the survey, notifying respondents when online reporting instruments will be made available);
- Translating of materials (e.g. into the different languages spoken or used in the country).

For non-survey sources, this sub-process ensures that the necessary processes, systems and confidentiality procedures are in place, to receive or extract the necessary information from the source. This includes:

- Evaluating requests to acquire the data and logging the request in a centralised inventory;
- Reaching contacts with organisations providing the data, and sending an introductory package with details on the process of acquiring the data;
- Checking detailed information about files and metadata with the data provider and receiving a test file to assess if data are fit for use;
- Arranging secure channels for the transmission of the data.

Quality Indicators:

- Risk of a breach while data is being transferred (survey and AQPS);
- Rate of IT requirements fulfilled, rate of IT requirements fulfilled;
- Success rate for collection staff to perform collection tasks after having been trained;
- Success rate for testing collection systems, under expected as well as high volume and extreme situations (survey and AQPS);
- Delay between expected and actual sign-off of collection systems (including data transmission, security, collection management systems, and quality control systems) (survey and AQPS);
- Delay between expected and actual sign-off of collection materials (questionnaire, training materials, etc.)

For details, see Quality Indicators for ONSPM (version 2.0)