



## **Technology Acquisition Policy**

### **1. Title**

Technology Acquisition Policy

### **2. Audience**

This policy applies to all members of the University community who seek to acquire information technology resources for Academic, Administrative, Clinical, or Research purposes. This includes all sources of University funding including, but not limited to department budgets, grant funds and external funding sources (public and private).

### **3. Summary**

All computer software or hardware purchases, software service subscriptions or IT consulting services must be reviewed and approved by a senior administrator in the department of Information Technology Services.

### **4. Purpose**

Since the introduction of enterprise computing several decades ago, The University of Redlands has acquired many software products to address various administrative needs. There has not always been a clearly defined process to assist departments in this activity. This has often led to last minute "surprises", confusion, lack of coordination and, ultimately, frustration and missed target dates for departments and ITS. To have a successful software project "stakeholders" must work together in a coordinated way. The intent of this policy is to describe a process for software acquisitions at the University of Redlands that insures:

- A software solution is warranted based on business needs
- The best software options are evaluated and selected
- Acquisitions are approved by the appropriate administrators
- The selected software meets technical and business standards.
- The process is open to all those who have a need to know and participate
- Contractual obligations are reviewed

- Training and support issues are understood
- The total cost of ownership of the software is understood.

## 5. Policy

The University of Redlands wants to ensure that we are meeting our responsibilities as users of information technology by guaranteeing that all resources purchased by the University are compatible with Information Technology Services (ITS) and in compliance with security requirements and regulations. ITS purchasing can be an intricate process involving obscure terminology and possible legal or financial obligations for the University. Accordingly, prospective purchasers will obtain consultation and approval from Information Technology Services personnel who are familiar with these details, and who routinely implement and manage these ITS resources.

All technology acquisitions including, but not limited to, software, hardware, consulting, and services by academic, administrative, and clinical & research departments will require approval for purchase by the Executive Director of Information Technology Services or their designee since IT Resources:

- May be used by more than a single individual and/or have the likely potential for the same or
- May need to integrate with other University IT Resources or
- May be used to process, store, or transmit University data.

The purchaser is responsible for obtaining all funds needed to purchase, install, and maintain the IT Resource for current and future costs. These funds will be transferred into the ITS budget via permanent budget transfers or enhancement requests (preferred) or yearly budget transfers or other means as needed. The transfers will cover all costs, including:

- The internal cost to install the IT Resource(s).
- Any consulting required configuring or maintaining the IT Resource(s).
- Any additional cost for bandwidth and storage.
- Ongoing annual maintenance, licensing, and fees.
- Any additional cost to properly protect University data.

All acquisitions must be reviewed for compliance with FERPA, HIPAA or GLBA or other applicable regulatory guidelines. If data housed in the University's ERP (Ellucian's Colleague) is to be used to integrate with ancillary systems, the lead Administrator of the office that is the primary steward of that data (Registrar, Business Office, Student Services, etc.) shall review and approve the release of the requested data.

## **6. Compliance / Non Compliance**

Violations of this policy are strictly prohibited and may require the removal of any unapproved IT Resources at the purchaser's expense and possible disciplinary action.

## **7. Definition of Terms**

- Academic IT Resources – any software, hardware, IT consulting or IT services that is used to support users (faculty and students) in their teaching, learning, and research activities. Academic IT Resources can be distributed and accessed locally or through the cloud.
- Administrative IT Resources – any software, hardware, IT consulting or IT services that is used as an ancillary system in support of the University's Enterprise Relationship Management system (Ellucian's Colleague System), whether to augment or replace specific functions with best-of-breed niche products.
- Clinical IT Resources – any software, hardware, IT consulting or IT services that allows the user to enter patient specific information, and using formulae or other forms of analysis based on clinical information, glean from that information a patient-specific diagnosis or treatment recommendation that is used to assist in making a clinical decision.
- FERPA - The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects students' privacy by prohibiting disclosure of education records without adult consent.
- GLBA - The Gramm-Leach-Bliley Act (GLB Act or GLBA), also known as the Financial Modernization Act of 1999, is a federal law enacted in the United States to control the ways that institutions deal with the private information of individuals.

- Hardware – computer devices that use, process, store, or transmit electronic information.
- HIPAA – The Health Insurance Portability and Accountability Act (HIPAA) is the federal law passed by Congress in 1996 that requires the protection and confidential handling of protected health information
- Information Technology Services (ITS) – the University of Redlands department responsible for the governance of all information and technology.
- IT Consulting – a third party used to provide IT consulting services including system design, planning, auditing, and/or advisory services.
- IT Services – a third party used to provide any other IT services, not classified as IT consulting, including IT management, hosting, repair, installation, maintenance, etc.
- University of Redlands IT Purchasers – faculty, staff, non-employees, students, attending physicians, contractors, covered entities, agents, and any other third parties of Redlands.
- Software – computer programs that direct the operation of a computer or processing electronic data.

**8. Policy Approved – March 15, 2018**