

LUTHER COLLEGE

POLICIES AND PROCEDURES

Department:	Information Technology Services (ITS)
Subject:	Information technology acquisition, implementation and deployment
Date Issued:	April 26, 2017
Date Revised:	September 20, 2017
Approved By:	Reviewed by Cabinet, Approved by President

I. Policy/Procedure

This document outlines the policy for acquisition of information technology solutions.

II. Purpose

The purpose of this policy is to ensure that all information technology acquisitions undergo authorized review and approval prior to acquisition.

III. Scope

This policy applies to all information and technology acquisitions. Important review and acquisition considerations include the following:

- support for selection, implementation, ongoing support/help
- considerations for data subject to any compliance such as HIPAA, FERPA, PCI, Gramm-Leach-Bliley
- integration with Colleague data or any other enterprise data
- support for multiple users
- authentication via directory services (AD, ADFS, LDAP)
- support to accept and processes payments
- support for personally identifiable information (PII)
- support for information backup and recovery
- support for ongoing maintenance
- support for training

IV. Terms and Definitions

PII - Personally Identifiable Information

IT - Information Technology

Information technology solution - Referred in this document as “solution”. Any hardware, software, or service that processes digital information on behalf of Luther College.

Technology infrastructure - Networks, servers, operating systems, middleware software (e.g. database). Networks include secure wired or wireless access to the campus network and Internet

IT Risk Assessment - Documentation of a structured approach to assess the risks, including a data gathering instrument, associated with a change or acquisition of a solution that provides a structured approach to assessing the risks associated with a candidate solution.

V. Procedures and Guidelines

- A. It is the responsibility of the department that intends to acquire an information technology solution to:
- identify a solution for consideration
 - communicate the intentions of the department to the appropriate cabinet member for consideration
 - assure commitment of financial funding for the solution
 - include an ITS member in the selection process
 - engage ITS for review and approval
 - engage OFS for review in any situation where payments are made or received or when the solution interfaces with college financial accounts
- B. It is the responsibility of ITS to:
- be an active member of the review process
 - review the intended solution acquisition
 - perform an adequate risk assessment of the considered solution
 - assess the compatibility of the solution with current IT systems and the supporting infrastructure
 - address questions or concerns regarding funding, integration, security, compliance, risk or personnel with the Executive Director of Information Technology Services or the Director of Software Development
 - communicate the questions or concerns with the acquirer
 - review the contracts and make appropriate recommendations to both the acquirer and the VP of Finance and Administration
 - assure adequate technical support to the acquirer subsequent to purchase
 - Only the Executive Director of Information Technology Services, Director of Software Development, Director of User Services, or Director of Network and Systems may approve an Information Technology solution acquisition on behalf of the College. Approval may be documented by email.

VI. Confidentiality and Record

ITS will be provided and is responsible for hardware and software inventory records including serial numbers, media, software license keys, and executed contracts. This includes support and maintenance agreements. ITS will be provided contact information for customer support and product assistance. ITS will be provided administrative access and credentials to all solution components.