LUTHER COLLEGE

POLICIES AND PROCEDURES

Department:	Information Technology Services (ITS)
Subject:	Information Technology Acquisition Policy
Date Issued:	April 26, 2017
Updated and Reviewed By:	Information Security Council - May 9, 2025
Approved By:	President's Cabinet – August 27, 2025

I. Policy/Procedure

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

II. Purpose

The purpose of this policy is to establish an authorized review and approval process for information technology acquisitions in order to manage the information security risk of new technology partnerships and strategically prioritize institutional resources.

III. Scope

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

- Support for selection, implementation, and ongoing support
- Considerations for data subject to any compliance such as HIPAA, FERPA, PCI, and Gramm-Leach-Bliley
- Integration with Colleague data or any other enterprise data
- Support for multiple users
- Authentication via single sign-on (SSO) and directory services
- Support for Multi-Factor Authentication (MFA)
- Support to accept and process payments
- Support for protection of personally identifiable information (PII)
- Support for information backup and recovery
- Support for ongoing maintenance
- Support for training

IV. Terms and Definitions

- MFA – Multi-Factor Authentication, a method of authentication in which a user signs in with something they know (e.g. their Norse Key) and either something they have (e.g. their phone) or something they are (biometric scan).
- SSO – Single Sign-On, a method of authentication that allows a user to sign in once with their Norse Key to several related, yet independent, software systems.
- PII **–** Personally Identifiable Information that must be protected (e.g. social security numbers, credit card numbers).

- 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), etc. 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 associated with a change or acquisition of a candidate solution, including a data gathering instrument.

V. Procedures and Guidelines

- It is the responsibility of the department that intends to acquire an information technology solution to follow the Information Technology Governance process, including but not limited to:
    - Indicate interest in a new solution by completing the Software Request or Equipment Request form
    - Include an ITS member throughout the entire process as a strategic partner
    - 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
    - Engage the Office for Financial Services (OFS) for review in any situation where payments are made or received or when the solution interfaces with college financial accounts
    - Identify any possible integrations with current solutions that will be necessary and/or cross-departmental impact of the new solution proposed (e.g. whether any student information comes from Colleague)
    - Work with ITS to coordinate end-user training
- It is the responsibility of ITS to lead the Information Technology Governance process, including but not limited to:
    - Be an active member of the review process
    - Review the intended solution acquisition
    - Perform an adequate IT risk assessment of the considered solution utilizing the Higher Education Community Vendor Assessment Toolkit (HECVAT) and other procedures/tools.
    - Assess the compatibility of the solution with current IT systems and the supporting infrastructure
    - Determine the prioritization of the software implementation, in collaboration with the department and senior leadership
    - Communicate the questions or concerns with the acquiring department
    - Review the contracts and make appropriate recommendations to both the acquiring department and the IT Governance Council
    - Assure adequate technical support to the acquiring department subsequent to purchase
    - Only the Executive Director of Information Technology Services, Director of Enterprise Applications, 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
- It is the responsibility of the IT Governance Council, including but not limited to:
    - Be an active member of the review process

- Review the intended solution acquisition and recommendations made by Information Technology Service professionals
- Consider the larger needs of the college, including impact on other departments, institutional risk, and competing priorities.
- Determine the prioritization of the software implementation, in collaboration with the Information Technology Services leadership
- Address questions or concerns regarding funding, integration, security, compliance, risk or personnel with the Executive Director of Information Technology Services or the Director of Enterprise Applications
- Make decisions on proper course of action to the proposals
- Monitor implementation of the software acquisition
- Make decisions on the sunsetting or abandonment of software applications

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. The department advocating for the software is responsible for providing ITS and OFS a signed copy of the contract.