Division of Information Technology

Process for Software Purchases on Campus

Before starting the process of seeking new software, departments should engage IT in initial conversations to help mitigate any challenges a new technology solution may impose when being introduced to the university's technology ecosystem.

In today's digital world, universities rely heavily on software to manage operations, teach courses, and support students. While the bells and whistles of systems can be exciting and enchanting, it is essential that all technical solutions in the Coppin State University ecosystem are secure, align with the university priorities, and be compatible with existing systems.

1. **Meets Security Requirements.** IT is responsible for ensuring the security of the university's network and technological systems both on site and off premise (cloud hosted). Many software applications can contain vulnerabilities that can lead to security breaches, exposing sensitive data to hackers. Further, some companies that manage data do not take due diligence to ensure that data will be transmitted, stored, maintained, processed, and disposed of in a way that is strictly confidential. By evaluating software before introducing it to the campus, IT can identify potential security risks that may be harmful to the campus. Implementing new software without proper evaluation may introduce security vulnerabilities, which can compromise the university's data and system functionality. Evaluating software to ensure it meets IT security and privacy regulations reduces the risk of security breaches.

2. **Aligns with University Priorities.** Evaluating software before installation ensures that the software meets the university's needs and objectives. IT can evaluate software based on its functionality, usability, and compatibility with existing systems. This helps ensure that the university invests in software that enhances productivity, efficiency, and innovation, and aligns with the university's strategic goals.

3. **Compatible with the University's Technological Infrastructure.** Evaluating software can help ensure that it is compatible with existing systems and infrastructure. IT must ensure that new software can integrate with the university's existing systems to prevent compatibility issues that could disrupt operations. Evaluating software for compatibility can help identify potential integration issues before deployment, saving time and resources and ensuring that the software can be used effectively.

Coppin State University's Division of Information Technology is the agent responsible for this task. As such, campus constituents should comply with the following protocol when seeking new software.

Completing this process does not guarantee the request will be approved. If it is not approved, documentation will be provided for the rationale.

Steps for Requesting New Software

1. Complete the Intake Form for New Software. This form requires the area to assemble necessary documents and requirements regarding the project. *No software may be permissible within the University's digital ecosystem if it does not align with IT Security requirements.*

2. IT will review the form and give an assessment for and provide a recommendation regarding:
    a. Security – if the software meets the minimum standards outlined by IT.
    b. Technical – if the software will properly align in Coppin's ecosystem; if technology support is needed, if IT is able to fulfill the requirements. A technical demo will be required.
    c. Accessibility – if the software meets digital accessibility standards.
    d. Level of Effort – if IT support is needed, what would be the level of effort from IT (estimated time committed to the support and the timeline IT will be able to fulfill the request)

3. The requester must go through the university business process. Once the contract has been approved by the university, then the requester will be responsible for creating a project plan.

If the software is no longer in use, alert IT. There must be a certificate that data is destroyed.

Division of Information Technology

New Software Request Form

Complete this form if your department/division desires to purchase a new software platform for the Coppin technology ecosystem. Completed forms, with supporting documentation, should be emailed to IT-PMO@coppin.edu, cc: KeJackson@coppin.edu.

As part of this submission, you will need to include the following documents (if available):

1. Systems and Organization Controls 2 (**SOC2**) Audit Report or Higher Education Community Vendor Assessment Toolkit (**HECVAT 4**)
2. Service Level Agreement (**SLA**) – required for cloud hosted software
3. Voluntary Product Accessibility Template (**VPAT**)
4. Technical Specs and/or Implementation Documentation
5. Contract/Scope of Work and/or Order Form

ABOUT THE REQUESTER

Date	
Name	
Title	
Coppin Email Address	
Telephone Number	
Department	
Division	

Is this project already funded or is this an exploratory project?   _____ Yes   _____ No

If it is already funded, what is the funding source? _____

Requested Timeline for Implementation: _____

UNIVERSITY STRATEGIC ALIGNMENT – Courageously Soaring 2025 – 2030 Strategic Plan

Please list the priority and goal that this new software request aligns with and provide a brief explanation.

ABOUT THE SOFTWARE

Name of Software	
Software Purpose Describe the purpose of the software and how it will be used in the department. Discuss the key features of the software	
Expected Benefits Describe the expected benefits/outcomes of the software, including increased efficiency, cost savings, and improved outcomes.	
Comparison to Current Campus Software Is there software currently licensed by Coppin State University that can accomplish the functions of the software looking to procure? *If yes, explain why this software purchase necessary.*	
Vendor Contact Information Name, Email Address, Phone Number	
What individual(s) in the department will be responsible for managing and maintaining the software? Name, Email Address, Phone Number	
Is there a need for IT support for this project? *If yes, please describe, in detail, the support needed. Include current needs (i.e., single sign-on) as well as future needs (i.e., annual upload of student information into the system).*	

DIGITAL ACCESSIBILITY

Does the vendor have a VPAT or other similar statement for digital accessibility? _____ Yes _____ No

If yes, please provide as part of this package.

Will a demo or test account be provided for accessibility testing? _____ Yes _____ No

If yes, please provide the login link and credentials. If no, please provide an explanation:

_____

Vendor's contact for accessibility-related inquiries (Name, Email Address, Phone Number):

_____

DIGITAL PRIVACY AND SECURITY

Does the software have any artificial intelligence (AI) or data analytics functionality? ___ Yes ___ No

Will the software be cloud hosted? _____ Yes _____ No

If yes, please provide the service level agreement (SLA).

Does the vendor have a SOC2 Audit Report or HECVAT 4 Full report? _____ Yes _____ No

If yes, please provide as part of this package. If the SOC2 Audit report is more than one year old, also include the vendor's bridge letter.

Will PII or FERPA data be requested for this software implementation? _____ Yes _____ No

If yes, please include vendor's most recent penetration test and evidence of disaster recovery testing for the software and complete the table below:

PII/FERPA Data Element	Business Rationale - Why is this data needed?	Comments
i.e. – SSN, Student ID # or First name	*i.e. - Will be needed as primary identifier*	*i.e. - Only last 4 digits of SSN shown, other numbers are masked*

CONTRACT AND TECHNICAL SPECIFICATIONS

Please include with this form submission the contract, technical specifications, preliminary implementation documents and any other project-related documentation.

GENERAL COMMENTS

Below, list any comments or questions that will help IT understand and evaluate this software.

Requester's Signature _____

Area Vice-President Signature _____

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IT-PMO@coppin.edu, cc: KeJackson@coppin.edu