I. Purpose and Scope

The purpose of this policy is to inform members of the campus community of their responsibilities regarding the purchase or acquisition of software/hardware of the type described under section Applicable Software/Hardware. This policy defines the process and guidelines for acquiring such software/hardware and addresses issues resulting from non-compliance with this policy. It seeks to prevent situations where departments or administrative units purchase systems or software (that require IT resources and support to operate) without informing IT and then expect IT to support such systems. IT resources and support refers to programming, systems administration, networking, consulting, training, Helpdesk troubleshooting and break/fix support.

II. Policy

Software/Systems Acquisition Process

Anyone in the campus community interested in purchasing software/hardware systems (of the type described below under Applicable Software/Hardware) is required to contact the WKU Information Technology (IT) Division before purchasing the software/hardware or entering into any agreement with a vendor to use the software/hardware either remotely or locally. IT must evaluate the software/hardware to determine its resource requirements, its compatibility with other University systems and the network, its interface requirements to existing University systems if any, its security capabilities, deficiencies, and/or vulnerabilities and to make sure there are not already existing University software/hardware systems that provide equivalent functionality.

What to do:

Prior to purchasing any software/hardware systems of the type described below under Applicable Software/Hardware, do at least one of the following:

- Contact the current Director of Administrative Systems and Applications by email or contact the WKU Purchasing Office.
• Call the IT Helpdesk at 270-745-7000 or submit a Helpdesk request online (http://www.wku.edu/helpdesk) then click on Help Request. If you are unsure whether or not this policy is applicable to the software/hardware under consideration, contact IT or Purchasing as described above for help and evaluation. Current contact information can be found at http://www.wku.edu/it.

Applicable Software/Hardware:

This policy specifically pertains to software/hardware acquisitions that fit one or more of the following criteria:

a) Any hardware/software systems (not already supported by IT) where WKU’s IT Division support is required or expected. This primarily refers to software used for administrative and academic support purposes, which is server-based and multi-user. It could, however, include certain desktop/workstation types of software if IT Division support is expected.

b) Multi-user software requiring IT networking expertise to configure and operate.

c) Server-based software/hardware requiring a server and/or database locally hosted and managed by WKU IT resources.

d) Remotely hosted software that will house University data, especially employee, faculty/staff, or student data.

e) Lab software/hardware of any type that will require configuration by and resources of the University’s IT Division.

f) Systems that require an interface to University Enterprise systems (such as Banner or Blackboard) regardless of where such systems are physically located or managed. Required interfaces to ERP systems typically take the form of file extracts. Examples of interfaces are file imports and exports, dynamic web services, and APIs, but may be of other types as well.

Compliance/Non-Compliance.

Any member of the campus community who does not comply with and abide by this policy will not be supported by IT and may be prevented from operating or using software/hardware systems not acquired in accordance with this policy.

Compliance with this policy does not guarantee IT will agree to or be able to support software/hardware systems under consideration. However, compliance with this policy will ensure software/hardware is not purchased or acquired that cannot be implemented or supported.

Technical Support.

The WKU IT Division is primarily funded to support “Enterprise Level” administrative and academic systems. Depending on the situation, IT may charge the department or unit an annual cost recovery fee for server hosting, systems administration, application programming, and/or database management services associated with operating a given software application or system. Typically, software/hardware systems that are not “Enterprise Level” and are more departmental or unit centric in nature require IT to charge cost recovery fees for support services. This is determined by IT on a case-by-case basis.

III. Procedure
IV. Related Policies

V. Reason for Revision