

TECHNOLOGY PURCHASING POLICY

This policy provides guidelines regarding the purchase, refresh and decommissioning of technology at the University of Portland. Assessing potential third-party security risk is required as an element of our information security program to comply with the Gramm-Leach-Bliley Act (GLBA). A centralized process also benefits the University by making technology more consistent and easier to support, while also potentially saving costs by avoiding redundant purchases or leveraging volume discounts. Therefore, all purchases of technology hardware, software, or services should be done in coordination with Information Services (IS). To initiate this coordination please contact the Help Desk.

This policy applies to all technology purchases or acquisitions made on behalf of the University of Portland. This policy applies regardless of the funding source (e.g., budgeted item, Information Services (IS) central funding, department funding, grant, gift, etc.). Those engaged in detailed budget planning, whether requesting University funds or applying for grant money, are encouraged to engage with Information Services throughout the planning process.

Below are some specific guidelines for categories of potential technology purchases.

Standard desktop equipment

IS manages a central budget to provide a computer for each full-time faculty or staff who requires one to fulfill their role, as well as shared computers in spaces where they can be used by part-time staff or adjunct faculty. Depending on job requirements and user preference, this may be a Windows or Mac desktop or laptop machine, or it may be a Windows virtual machine and appropriate “thin client” hardware for office access. When equipment reaches the end of its useful life, IS reclaims it for re-purposing, donation, etc., and replaces the machine with new hardware. When employees leave a role, departments are advised to notify the help desk so that the equipment can be serviced and made ready for the next person in the role or replaced with refreshed equipment if appropriate.

IS also provisions computers in communal spaces, such as classrooms, conference rooms, and computer labs. This equipment is also refreshed on a regular schedule as required by technology lifespan and accreditation requirements.

Some roles require more computing power than the standard desktop setup, and in such cases the user and their manager can work with IS to identify funds and technical

requirements in order to deploy appropriate technology. IS will still handle purchase and deployment of the machine so that it can be properly managed, secured, and inventoried. New staff who require a machine more powerful than their role has previous used may need to temporarily work on a standard setup while more powerful equipment is procured and configured, a process that can typically take up to a few weeks depending on hardware availability.

Peripherals and Accessories

UP centrally manages existing printer lease agreements to arrange for sufficient print, scan, and copier capabilities in each office area. For sustainability and cost savings, staff are encouraged to use these shared office printers instead of purchasing individual printers whenever possible (and, of course, everybody is encouraged to find alternatives to printing whenever they can). When a printer is required, it should be purchased through IS to maximize long-term value for the university.

Computers set up by IS are provisioned with the necessary peripherals (monitor, keyboard, mouse, etc.) required for basic operation in the workplace. IS can provide recommendations for additional equipment to meet work or ergonomic needs, such as cameras, headsets, additional or larger monitors, or alternative input devices. IS can assist with ordering and setting up this equipment, but the purchases will be charged to the department's supplies budget. Equipment purchased in this way stays with the department and can be transferred to other machines or users at the department's discretion.

When any UP-owned computer equipment is no longer needed or usable, IS can assist with recycling the e-waste.

Tablets and Phones

Personal form factor devices, such as tablets, phones, or wearable computing, should only be purchased when justified for a professional or educational purpose. They should only be used to fulfill that purpose, and not for personal connectivity, entertainment, or non-UP business. IS can assist with ordering any such equipment, but the department bears full responsibility for the cost of the equipment, any associated mobile plans, and any apps or accessories.

Network Hardware

Networking hardware, such as routers or switches, may only be connected to the UP network after IS review and approval. Such devices have the potential to disrupt network

traffic or create security vulnerabilities if improperly selected or utilized. Devices that require wired or wireless network connections to fulfill their purpose (so-called “Internet of Things” devices) must be registered with and approved by IS.

Software and Applications

Departments must get IS approval prior to purchase of operating systems and software applications that will be utilized on UP equipment or will handle UP data. This includes licenses for software applications that run “on the cloud” if they need to access, store, or process UP data. The IS review includes compatibility with our environment, assessment of risk (such as cybersecurity or accessibility issues), and a check for problematic contract terms that might harm the University or allow undesired usage of its data.

Services

All contract agreements will be reviewed by IS before signing if they include the engagement of services that modify or extend the function of centrally maintained systems and/or applications, require the use of any IS software or hardware system services, require providing non-UP staff access to protected data or systems, or that require a data integration to connect an external system to internal UP data.

Processes for Contract Review

Only a small number of people are authorized to sign a contract on behalf of the University. If the contract has a technology component, Information Services needs to review the contract’s terms and the vendor’s security practices. This review will be conducted in a timely manner but may require additional information from the vendor. The review can include some of the following criteria, some of which may not be directly in the contract but provided in other documents:

- A clear **Statement of Work (SOW)** that details the expected deliverables, timelines, and responsibilities of all parties, the scope of the services.
- A **Security Plan** which describes existing and planned security controls and reporting requirements.
- Summary of the **Data Integration needs** for the service or application including what data it will be connecting to and what technologies are supported for establishing that integration.
- If the data is protected by legal privacy requirements such as FERPA, the contract should also state that the vendor is responsible for maintaining that privacy protection on data on its systems.

- Information on how data will be returned or destroyed in the case of a contract termination.

The IS review takes place in addition to legal and contractual review by the appropriate offices of the University and can take place simultaneously. The review process can be hastened if the vendor has previously completed standard documents such as the VPAT (Voluntary Product Accessibility Template) or HECVAT (Higher Education Cloud Vendor Assessment Tool). This process can also be smoother if IS staff are included in the earlier stages of product selection and early discussions with vendors.

Consequences for Noncompliance

Information Services cannot guarantee support of equipment, software, or services purchased without IS review. Devices or services may be disallowed network access if they pose a threat to network security or otherwise threaten to cause harm. External services that are not assessed for security or integration needs before being engaged may not be able to access University data or could incur unexpected additional cost to implement. Failure to provide software with appropriate accessibility standards or to protect private information, particularly in student-facing systems, could expose the University to legal risk.

General Information/Questions

To find more information or initiate a technology purchase process with IS, visit the IS website at up.edu/is and visit the Support Portal. Questions can be submitted to the help desk at help@up.edu.