



Internally Developed Software/Service Checklist

Version Updated: 09/2020

This document serves as a guide to assist Finance, Legal, IS&S, and campus units to develop a professional approach and strategy to any applications or services developed within Berea College, especially for the life cycle support and maintenance. It is not meant to be a guideline for product evaluation or selection, which should be done prior to completing this checklist. No production deployment of the service can be made without a completed checklist.

Once completed, please submit check list to: IS&S, CPO 2208, ATTN: Info Security Officer and by email to #IT-Checklist@berea.edu

Product: _____

Requestor(s) (sign and date): _____

Department/Division: _____

VP (sign and date): _____

Software

- Please provide detail plan addressing the following areas:
 - Protection from disclosure (confidentiality) *Yes No*
 - Protection from alteration (integrity) *Yes No*
 - Protection from destruction (availability) *Yes No*
 - Authentication *Yes No*
 - Authorization *Yes No*
 - Auditing *Yes No*
 - Management of configuration, sessions, exceptions *Yes No*
- All internally developed software/service should have existing expertise within BC for operational support. If not, a 3rd party provided support arrangement will be required.
 - *Is expertise available within Berea campus? Yes No*
 - *If "yes", please provide name(s) _____*
 - *If the software/service is to be hosted here in Berea, and there is no internal expertise to support it, a validated 3rd party support plan (Service Level Agreement, SLA) is required. Please attach the SLA for review.*

- If there is a requirement for interface to Banner or other enterprise systems or services, please provide detailed scope and protection plan.
 - *Type of Banner data needed* _____
 - *Summary of data need and protection plan attached. Yes No*
 - *Reviewed by IS&S Enterprise team. Yes No*
- Adequate lead time for IS&S staff for interface configuration and customization (minimum 8 weeks prior to deployment).
 - *Date needed* _____
- If integration from Active Directory (AD) is necessary, adequate lead time for IS&S staff to provide interface configuration and customization (minimum 4 weeks prior to deployment).
 - *Type of AD data needed* _____
 - *Summary of data need and protection plan attached. Yes No*
 - *Date needed* _____
- If integration from myBerea is necessary, adequate lead time for IS&S staff to provide single sign-on integration (please note vendor support or consulting will be necessary, minimum 4 weeks prior to deployment).
 - *Date needed* _____
- IS&S will review and provide an overall estimate of connectivity requirement for the service (internal and external).
 - *IS&S review and networking diagram attached. Yes No*
- Please list one or more qualified “service owner” (aka, technical point of contact, TPOC) that can provide necessary BC end user provisioning and support and serve as a main contact for technical issues with vendor and BC community.
 - *Specify the service owner(s):* _____

Data & Access Security

To access sensitive or regulated data, proper permission should be obtained from the necessary data stewards (FERPA and student PII – registrar, PCI – controller, HR – HR, IP – Legal, donor – Alumni/development, financial – Finance)

- Is the service dealing with PCI data? *Yes No*
 - *If “yes”, attach PCI 3.x compliance attestation from vendor. Yes No*
 - *Reviewed by Internal Audit? Yes No*
- Any regulated data needed? *HIPPA FERPA PCI PII PHI Passwords*
 - *Attach necessary approval(s) Yes No*
- Any sensitive data needed? *Intellectual property donor info financial HR Legal*
 - *Attach necessary approval(s) Yes No*
- Please provide documentation to ensure integrity and protection of all data used by the software/service. *Yes No*
- Required communications for data storage, transfers, or transactions should be encrypted, such as https, SSL, SFTP, etc. This is mandatory for any sensitive or regulated data.
 - *Attach technical documentation for data communication needs Yes No*
 - *Reviewed by IS&S? Yes No*
 - *Attach technical documentation for data storage encryption. Yes No*
 - *Reviewed by IS&S Yes No*

- Please provide user level access and granting process to said software/service.
 - *Specify required access types, people with accesses, for how long, how often, and who will review annually (use attachment if necessary)*

- Is the software/service mandatory for students? If so, section 508 compliance attestation (VPAT) should be completed by the vendor.
 - *Attach VPAT. Yes No*
 - *Reviewed by DRC? Yes No*
- Qualified service administration, end user provisioning and support, daily troubleshooting responsibility should be identified.
 - *Specify the staff providing this* _____
 - *Plans to sustain necessary services. Yes No*
 - *Reviewed by IS&S? Yes No*
- Any special ports open in BC enterprise network should be documented and approved (see network topology and worksheet).
 - *Attach completed worksheet for firewall/DMZ needs. Yes No*
 - *Reviewed by IS&S? Yes No*

Hardware

- Does the software/service require any physical or virtual hardware to be installed on campus? *Yes No*
- If no, please also complete a cloud solution checklist.
- If yes, standard 3-year hardware warranty will be required (extended 5-year recommended). Hardware has to be from IS&S recommended enterprise hardware/server list (Dell preferred).
 - *Hardware quotes included? Yes No*
 - *New warranty? Yes No*
 - *If new, 3-year or 5-year warranty (circle one)*
 - *If existing, identify remaining warranty period* _____
 - *If existing, identify funding source for future warranty needed* _____
- Availability of repair service and sources for parts or peripherals have to be identified and approved.
 - *Identify all vendors for parts and repairs*

- Adequate time for purchasing, review, setup, and testing should be accounted for. Standard purchasing cycle is two months, IS&S (if necessary) setup and testing is 4-8 weeks, depending on complexity.
 - *Date service is needed* _____

- If connection to campus network or Internet is necessary (wired or wireless), compatibility with supported networking protocols (CAT 6, 1GB or 10GB, 802.11n) is required. Networking capacity and growth should also be documented.
 - *Requires wired access? Yes No Wireless access? Yes No*
 - *Estimated user base on campus* _____
 - *Estimated user base off campus* _____
- If hosting in the BC data center is necessary, a service level agreement (SLA) will be required to include hosting, support, and day to day operations with IS&S (see IS&S SLA template).
 - *Attach a signed SLA with IS&S Yes No*
- If hosting in BC data center is not necessary, an acceptable hosting and support arrangement with another BC campus unit has to be included.
 - *Attach the agreement. Yes No*
 - *Identify the technical point of contact as the service owner and incident response*

- All necessary server operating system as well as peripheral devices, database, server certs and licenses to operate the equipment will be documented.
 - *Attach a list all peripherals needed by the software/services. Yes No*
 - *Necessary proof of licenses included? Yes No*
- Renewal cost has to be identified by the unit and approved by Finance.
 - *Provide plans to:*
 - *Refresh cycle for all hardware and peripherals. Yes No*
 - *If "yes", fund by* _____
 - *Purchase of add-ons (software, hardware, licenses, storage) needed. Yes No*
 - *If "yes", fund by* _____

Approvals (sign and date)

Internal Audit/Controller: _____

ISO: _____

Finance: _____