IT Procurement Review (ITPR) Process

Information Resources, Office of Accessible Technology & Services, and Procurement & Contract Services
Fall 2015
Agenda

- ITPR Overview
- Online ITPR Form
- Process Tips
- Questions & Answers
OVERVIEW
What purchases require ITPR?

• Any Electronic and Information Technology (E&IT)

• This is “any piece of equipment, interconnected system or subsystem including software that stores, manages, controls, manipulates, or retrieves information for human interaction”
Is this new?

• The ITPR process has been in place since 2007
• In 2014/2015 the requirement for ITPR was reduced from $10K to $0
Overview

ITPRs

Average Days to Review

Products with VPAT
Lifecycle of a PO

1. Need is Defined
2. Enter REQ
3. Process PO
4. Place Order
5. Receive Order
6. Pay Invoice
7. Process Invoice
8. Reconcile Order
9. Pay Invoice
10. Receive Order
11. Pay Invoice
12. Reconcile Order

Pre-encumbered

Encumbered

Expensed

$
IT Procurement Review is intended to evaluate purchases for:

- Information security risk
- Accessibility impact
- Feasibility/compatibility
Chancellor's Office policy requires that third parties who access CSU information assets:

- Must adhere to appropriate CSU and campus information security policies and standards.
- As appropriate, a risk assessment must be conducted to determine the specific implications and control requirements for the service provided.
CSU Chico wants to ensure that:

• Systems and applications containing protected/confidential information are protected
• Systems and applications do not pose a risk to our network
• Vendor access to campus systems and data is well managed
<table>
<thead>
<tr>
<th>Line</th>
<th>Confidential - CSU Level 1 (Section 8065.020)</th>
<th>Procurement Use Only</th>
</tr>
</thead>
</table>
| 1.   | Y or N Does the subcontractor or agent employ more than 100 employees, access more than 1000 individual pieces of information (e.g., names and SSN, credit cards, medical records, or any combination) or conduct full SAS 70/SSAE 16 (Type II) audits? | N = Use Low Sec. Data Requirements  
Y = Use High Sec. Data Requirements |
| 2.   | Y or N Name with credit card payment to University merchant ID | 5.2 |
| 3.   | Y or N Purchase of software to process name with credit card payment to University merchant ID | 5.3 |
| 4.   | Y or N Name with ACH payment to University bank account | 5.4 |
| 5.   | Y or N Medical records related to an individual (including disability information) | 5.5 |
| 6.   | Y or N Psychological counseling records related to an individual | 5.5 |
| 7.   | Y or N Passwords or credentials that grant access to level 1 and level 2 data | 1, 2, 3, 4, 5.1, 5.6, 6, 7, 8, 9 |
| 8.   | Y or N PINs (Personal Identification Numbers) | |
| 9.   | Y or N Birth date combined with last four digits of SSN and name | |
| 10.  | Y or N Credit card numbers with cardholder name | |
| 11.  | Y or N Tax ID with name | |
| 12.  | Y or N Driver's license number, state identification card, and other forms of national or international identification (such as passports, visas, etc.) in combination with name | |
| 13.  | Y or N Social Security number and name | |
| 14.  | Y or N Health insurance information | |
| 15.  | Y or N Medical records related to an individual (including disability) | |
| 16.  | Y or N Psychological Counseling records related to an individual | |
| 17.  | Y or N Bank account or debit card information in combination with any required security code, access code, or password that would permit access to an individual's financial account | |
| 18.  | Y or N Biometric information | |
| 19.  | Y or N Electronic or digitized signatures | |
| 20.  | Y or N Private key (digital certificate) | |
| 21.  | Y or N Law enforcement personnel records | |
| 22.  | Y or N Criminal background check results | |
| 23.  | Y or N Identity Validation Keys (name with): | |
| 24.  | Y or N Birth date (full: mm-dd-yy) | |
| 25.  | Y or N Birth date (partial: mm-dd only) | |
| 26.  | Y or N Photo (taken for identification purposes) | |
| 27.  | Y or N Student Information-Educational Records (non-directory) | |
| 28.  | Y or N Grades | |
| 29.  | Y or N Courses taken | |
ITPR Outcomes

• Supplemental provisions may be added to the contract, driven by the type of system and data involved

• Vendor confidentiality agreements and vendor access
SYSTEM FEASIBILITY AND COMPATIBILITY
Systems, applications, and tools

- May not work on the campus network
- May require additional investment that the purchaser did not consider
- May already be available on campus somewhere
Chancellor's Office policy requires the campus to purchase E&IT products that meet Section 508 Accessibility requirements.

- Systems and applications that are not accessible pose a risk to the campus if a student, faculty, staff, parent, or the public is unable to use them.

- [http://www.csuchico.edu/ati/higher_edu_lawsuit/index.shtml](http://www.csuchico.edu/ati/higher_edu_lawsuit/index.shtml)
What is a VPAT?

• Voluntary Product Accessibility Template
• Allows vendors to document level of compliance with Section 508 Standards
• [http://www.state.gov/m/irm/impact/126343.htm](http://www.state.gov/m/irm/impact/126343.htm)
## Accessibility

### Good

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<tr>
<th>Requirement</th>
<th>Support</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</td>
<td>Supports</td>
<td>Color is not used to convey information on iModules web sites. This is a client web design choice that can be provided, or not, by the iModules design team.</td>
</tr>
<tr>
<td>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</td>
<td>Supports with Exception</td>
<td>Research and Development is ongoing to test and update form fields, tabbing and navigation elements in events, campaign and other forms. This work will be completed in Q2 2015.</td>
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### Not So Good

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<tr>
<td>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</td>
<td>Supported</td>
<td>Product works with keyboard</td>
</tr>
<tr>
<td>(a) Vision: At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.</td>
<td>Supported</td>
<td></td>
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What if there isn’t a VPAT?

• Full product testing may be required before purchase
• Testing process includes screen reading, voice recognition, keyboard control, color evaluation etc.
• Equally Effective Alternate Access Plan (EEAAP)
## Accessibility Impact

<table>
<thead>
<tr>
<th>High Impact</th>
<th>Medium Impact</th>
<th>Low Impact</th>
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<tr>
<td>• Affects a critical program/service</td>
<td>• Affects an important but non-critical program/service</td>
<td>• Affects an optional program/service</td>
</tr>
<tr>
<td>• Impacts a large audience or members of the public</td>
<td>• Creates moderate legal exposure</td>
<td>• Impacts a small audience, not public-facing</td>
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<tr>
<td>• Creates significant legal exposure</td>
<td>• Limits access to a program/service for people with disabilities</td>
<td>• Does not limit access to a program/service for people with disabilities</td>
</tr>
<tr>
<td>• Denies access to a program/service for people with disabilities</td>
<td></td>
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Medium Impact

Software: Whentowork.com
Affected parties: Student employees/Staff employees
Review Date: 9/2/14
Reviewer: Jeremy Olguin, ARC
Tested with: Windows speak, Mac IOS

Known issues:

We know that the program is not 508 compliant and with that a number of big issues for potential users. Screen reading navigation from PC users will be very difficult. Keyboard navigation will require instruction as well.

Other issues:

Lots of radio buttons on the scheduling page are a nightmare for reader but after having had a demo of the program it is possible with some orientation training. From a student assistant standpoint there are a number of potential issues. The calendar/schedule view does not read or track correctly with screen reader on either system. There are some color codes that are set and can’t be changed from within the program.

Follow up:

- Start building a plan to address potential issues
- Provide notice that an alternate way of viewing schedules is possible.

EEAAP:

-CSU Chico housing will provide instruction on exporting schedules to be viewed in either google calendar or Microsoft Outlook.
Low Impact

Software: BERT Wave
Affected parties: University Students/employees
Review Date: 12/4/14
Reviewer: Jeremy Olguin, ARC
Tested with: N/A
Impact: Low

EEAAP:

Based on a designation of low impact this product/software has not been tested for accessibility. In the event of accessibility needs arising the department/university office will contact ARC and the Office of Accessible Technology at 53-898-4863.

Should the software not be accessible for a user with a disability, department/university office will provide an assistant to complete necessary functions if applicable.

Follow up:

-No follow up needed at this time
TeamDynamix
IT Service Catalog

https://support.csuchico.edu/TDClient
Service Catalog

Categories (17)

**Accounts & Access**
Password resets, locked accounts, and new/updated account requests.

**Email, Calendars & Collaboration**
Get email, calendar, or file server access, or report a problem.

**Hardware & Software**
Get help with or request new hardware and software.

**Blackboard & Learning Technologies**
Support for Blackboard, Collaborate, Kaltura, and other learning technologies.

**Wired & Wireless Networks**
Network service and access.

**Telephone & Voicemail**
Landline telephone and voicemail service.

**My Recent Requests**
- ITPR - Leica Digital Microscope
- Monitors flicker
- ITPR - Rocket Passport
- Blackboard Learn - Qualys Scan of Dev Environments
- Qualys - Weekly internal scan of servers

**Popular Services**
Help with something that isn't listed
• Plan ahead
• Request a VPAT from the vendor
• If you need to track status in TeamDynamix, enter the ITPR yourself
• Also required for gifts/donations
• Purchase standard hardware and software through TeamDynamix/ITSS

$ Purchase Hardware & Software

Request a purchase for new hardware, software, and printers.

Services (4)

Request a new computer, laptop, or tablet

Request purchase and setup of supported models of Windows and Macintosh computers, laptops, or tablets.

Request software

Install supported software not included in the standard campus image.

Request a new printer

New printer and print queue setup.

IT Procurement Review (ITPR)

The Information Technology Procurement Review (ITPR) process is required for all Electronic & Information Technology (E&IT) purchases, regardless of cost.
• Contact us with questions
  – Brooke Banks – bfbanks@csuchico.edu
  – Jeremy Olguin – jdolguin@csuchico.edu
  – Mark Hendricks – mdhendricks@csuchico.edu
  – Scott Kodai – skodai@csuchico.edu
### Challenges

- Form was difficult to complete
- Misunderstood
- Entire process was manual
- Appeared like a black hole
- Multiple bottlenecks
- Process takes time

### Improvements

- Training!!
- Update ITPR website (FAQs)
- TeamDynamix
- Plan in advance
Questions