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IT Procurement Review (ITPR) Process

**Information Resources, Office of Accessible Technology & Services,
and Procurement & Contract Services**

Fall 2015



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Agenda

- ITPR Overview
- Online ITPR Form
- Process Tips
- Questions & Answers



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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”



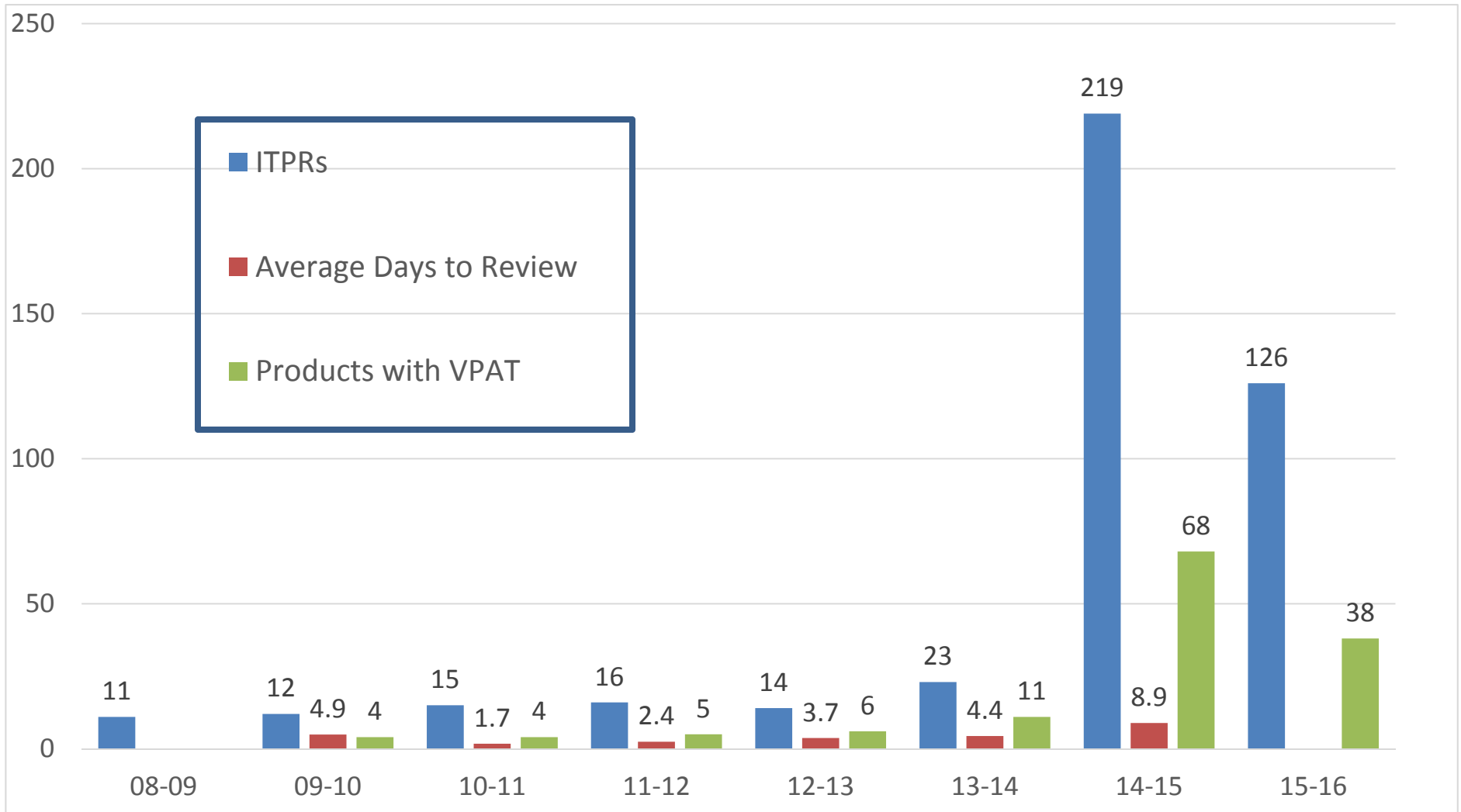
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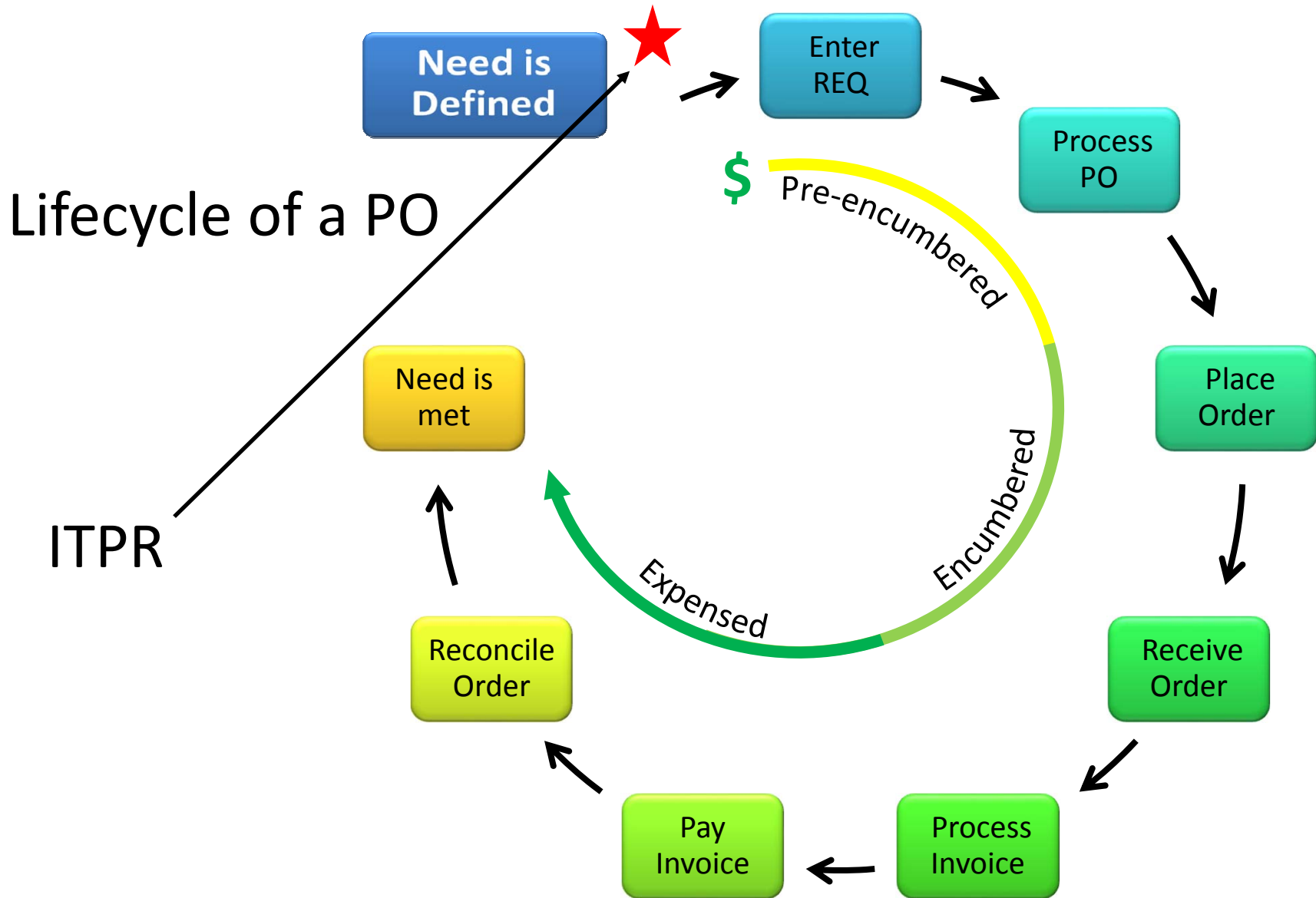
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Overview

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







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Overview

IT Procurement Review is intended to evaluate purchases for:

- Information security risk
- Accessibility impact
- Feasibility/compatibility



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INFORMATION SECURITY



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Information Security

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.



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Information Security

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



SECURITY DATA REQUIREMENTS CHECKLIST

(Procurement Protected Information)

Please circle Yes (Y) or No (N) below to indicate types of CSU, Chico personal information to be collected, shared, accessed/transmitted, or stored by subcontractor or subcontractor's agent as part of the contract statement of work:

Line	Circle	Confidential - CSU Level 1 (Section 8065.S02)	Procurement Use Only
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
PCI-DSS; PA DSS; NACHA Requirements; HIPAA Requirements			APPLICABLE SECTIONS -- LINES 2 thru 6
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
APPLICABLE SECTIONS -- LINES 7 thru 58			1, 2, 3, 4, 5.1, 5.6, 6, 7, 8, 9
7.	Y or N	•Passwords or credentials that grant access to level 1 and level 2 data	
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	
Internal Use - CSU Level 2 (Section 8065.S02)			
	Y or N	•Identity Validation Keys (name with):	
23.	Y or N	Birth date (full: mm-dd-yy)	
24.	Y or N	Birth date (partial: mm-dd only)	
25.	Y or N	•Photo (taken for identification purposes)	
•Student Information-Educational Records (non-directory)			
26.	Y or N	Grades	
27.	Y or N	Courses taken	



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Information Security

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



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SYSTEM FEASIBILITY AND COMPATIBILITY



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Feasibility

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



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ACCESSIBILITY



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Accessibility

- 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_lawsuits/index.shtml



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Accessibility

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>



Good

(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	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.
(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.	Supports with Exception	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.

Not So Good

(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.	Supported	Product works with keyboard
(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.	Supported.	



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

High Impact

- Affects a critical program/service
- Impacts a large audience or members of the public
- Creates significant legal exposure
- Denies access to a program/service for people with disabilities

Medium Impact

- Affects an important but non-critical program/service
- Creates moderate legal exposure
- Limits access to a program/service for people with disabilities

Low Impact

- Affects an optional program/service
- Impacts a small audience, not public-facing
- Does not limit access to a program/service for people with disabilities

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:

Medium Impact

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.

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

Low Impact

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



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ON-LINE ITPR FORM



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On-Line ITPR

TeamDynamix
IT Service Catalog

<https://support.csuchico.edu/TDClient>



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On-Line ITPR

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Brooke Banks

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Service Catalog

Show Inactive

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](#)

[View All >](#)

Popular Services

[Help with something that isn't listed](#)



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PROCESS TIPS



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Process Tips/Tricks

- 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.



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Process Tips/Tricks

- Contact us with questions
 - Brooke Banks – bfbanks@csuchico.edu
 - Jeremy Olguin – jdolguin@csuchico.edu
 - Mark Hendricks – mdhendricks@csuchico.edu
 - Scott Kodai – skodai@csuchico.edu



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Process Tips/Tricks

Challenges	Improvements
<ul style="list-style-type: none">• Form was difficult to complete• Misunderstood	<ul style="list-style-type: none">• Training!!• Update ITPR website (FAQs)
<ul style="list-style-type: none">• Entire process was manual• Appeared like a black hole• Multiple bottlenecks	<ul style="list-style-type: none">• TeamDynamix
<ul style="list-style-type: none">• Process takes time	<ul style="list-style-type: none">• Plan in advance



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Questions