

Online Preparedness Task Force

Recommendation: Define specialized software request intake and approval methods.

Faculty requiring specialized software should select their own and communicate their final choices to IT for security/privacy review, awareness and communication purposes. IT will not be able to provide support for specialized software.

- IT review must occur before requests for funding are made.
- A process will be established to ensure that new software adopted for use in teaching meets the legal requirement for data privacy, does not compromise systems or network security for faculty, students or the institution, and meets the requirements for minimum hardware recommended for use by students.
- When software has been identified for potential use for teaching purposes it should be submitted for technical review through the ITS support site. ITS will review the submission and provide feedback that may include requests for additional detail, and/or recommendations for effective implementation.
- Faculty are encouraged to make requests as soon as possible.

Rationale:

- There is a need for specialized software in a number of departments on campus. This software selection should be driven by the departments and their specific needs with the understanding that ITS is not able to support all software required on campus.
- A finite number of software solutions can be supported by IT Services. It is not feasible that the team can be experts in all software in use on campus. Departments should be prepared to use vendor support and departmental champions for support.
- Before purchase or adoption, specialized software should be submitted to ITS for review with respect to privacy/security, awareness and communications purposes.
- In order to minimize the need for students and faculty to become conversant with various tools, standardization within each department is recommended.

What's next:

- Communicate the submission process to Faculty
- Generate a list of requested software to vet for remote delivery
- Make the list available via the TLC resource hub
- Funding where required should be requested by departments to Deans.
- Ask departments to designate a champion (if possible) to be the go-to in each department for support
- Provide vendor support contact information in a publicly accessible location in case of issues