

ITS - new internally hosted product analysis (guide)

This document can be used as a guide during the acquisition/development of a new UQ hosted software product/service, to assist with risk assessment and mitigation before purchase. This document assumes that the product functionality has already been confirmed. Not all criteria will apply to all products.

Legislative, Legal and Policy	Comments/approval
<p>Australian Govt: UQ is required to meet the web content accessibility standards: WCAG2.0, and ensure that online systems are accessible to people with disabilities. http://www.uq.edu.au/omc/web-accessibility.</p>	
<p>State legislation: UQ must comply with Qld Govt legislation regarding collection, storage and disclosure of personal information. (https://www.legislation.qld.gov.au/legisln/current/i/infopriva09.pdf).</p>	
<p>UQ Policy: The service meets data confidentiality requirements and is compliant with UQ's Privacy Policy (https://ppl.app.uq.edu.au/content/1.60.02-privacy-management).</p>	
<p>UQ Policy: The service meets the requirements regarding retention of course materials: (http://ppl.app.uq.edu.au/content/6.40.06-availability-and-archiving-concluded-course-site-materials-blackboard)</p>	
<p>UQ Policy: The service would ideally be integrated with, or linked from within UQ's LMS, meeting the minimum presence requirements (https://ppl.app.uq.edu.au/content/6.40.01-minimum-presence-blackboard).</p>	
<p>UQ Policy: The service meets all requirements within UQ's Social Networking policy (http://ppl.app.uq.edu.au/content/6.20.05-social-networking).</p>	
<p>UQ Policy: The service complies with UQ's policy regarding IP (https://ppl.app.uq.edu.au/content/4.10.13-intellectual-property-staff-students-and-visitors).</p>	
<p>Licensing: A legal license is available, and a proper license agreement can be entered into. Guest access can be managed if required.</p>	

Systems considerations	Comments/approval
<p>Hardware: All necessary hardware has been scoped and costed. Delivery and provisioning time has been scoped into the project timeline. The specifications are adequate for the expected user load. If development is ongoing, a staging environment been considered, and included in the budget. The budget includes allowances for future upgrade and maintenance requirements.</p>	
<p>Redundancy: The scoped environment includes adequate redundancy and load balancing. If the service is critical, an additional license has been factored in to provide redundancy.</p>	
<p>Back-up and archiving: The requirements for archiving content are understood. The amount of data to be backed-up each time is known. It is feasible to retain the data for the amount of time dictated by policy. (see UQ policy above: retention of course site materials)</p>	
<p>Scalability: The product can scale to allow for growth requirements.</p>	
<p>Administration and user management: A local systems administrator has been dedicated to the service. Administration can be delegated to scale where required.</p>	
<p>Auditability/analytics: ITS staff can access logs/reports concerning system performance/load; adequate data is available to ITS regarding usage and activity of the service.</p>	
<p>Delegated admin access to data: The administrative staff who have access to personal UQ staff and student information is limited to the barest minimum requirement.</p>	
<p>Upgrades and maintenance: Upgrade frequency and management is documented. Any specific requirements around maintenance outages have been considered and documented. (I.e. consider ITS blackout periods during exams etc.). There is a plan regarding how upgrades to this system might impact on interoperability with major UQ systems, and vice versa.</p>	

Early access to new releases: UQ will have early access to new versions, and/or early documentation regarding changes.	
Integration with existing UQ systems and general compatibility	Comments/approval
Existing systems: Integration with existing UQ systems is secure. Method of integration is understood (LTI, Building block, API).	
Data export/import: The UQ Data hub has been investigated as an option for any data import/export requirements.	
Authentication: The service can integrate authentication via UQ Single Sign On (SAML).	
Client-side compatibility: The service is platform independent.	
Mobile devices: A broad variety of mobile devices is supported.	
Network considerations	Comments/approval
Network traffic: Potential data load has been investigated.	
Firewall: The system adequately firewalled.	
Qld Health: If the service is to be used from within the Qld Health network, adequate testing has been done in order to confirm that the product will run as expected within their network.	

Deployment, Support and Service provision	Comments/approval
<p>Deployment plan: There is a pilot/ project plan to deploy the product, including a feasible communication and training plan. Broad support for the product is established.</p>	
<p>User Support: There is a dedicated contact for users, and enough staff to manage enquiries as use of the product expands. There is someone officially responsible for fault detection and remediation.</p>	
<p>User guides: There is adequate user documentation available.</p>	
<p>Vendor support: Vendor support for ITS is adequate, and includes clear options for support – i.e. 24/7 telephone, email and/or online ticketing. Response times are clearly determined. Impact on the ITS Help Desk in terms of their ability to only mediate between customers and the service provider have been considered.</p>	
Other considerations	Comments/approval
<p>Vendor viability: The vendor has been in operation for a reasonable amount of time, and has other large organisations using their products.</p>	
<p>Market share: Consider whether this is emerging or established technology, or if the market might be shifting away from this technology.</p>	