

**ITS - new externally hosted product analysis (guide)**

This list can be used as a guide during the acquisition of a new cloud-hosted software product/service, to assist with risk assessment and mitigation before purchase. This document assumes that most functionality and systems integration requirements have already been confirmed. Not all questions will be required for all solutions, and conversely additional questions may be added.

Legislative and Policy	Comments/approval
<p><b>State legislation:</b> UQ must comply with Qld Govt legislation (<a href="https://www.legislation.qld.gov.au/legisltn/current/i/infopriva09.pdf">https://www.legislation.qld.gov.au/legisltn/current/i/infopriva09.pdf</a>) regarding collection, storage and disclosure of personal information. i.e. UQ should not send data containing the personal information of staff or students overseas, unless we are able to meet specific conditions set out in the legislation. ITS legal will look for evidence of a thorough risk assessment.</p>	
<p><b>UQ Policy:</b> The service meets data confidentiality requirements and is compliant with UQ privacy policy: (<a href="https://ppl.app.uq.edu.au/content/1.60.02-privacy-management">https://ppl.app.uq.edu.au/content/1.60.02-privacy-management</a>).</p>	
<p><b>IP:</b> The service provider provides a clear policy regarding UQ ownership of stored data specifically that all intellectual property rights: (<a href="https://ppl.app.uq.edu.au/content/4.10.13-intellectual-property-staff-students-and-visitors">https://ppl.app.uq.edu.au/content/4.10.13-intellectual-property-staff-students-and-visitors</a>) remain with the University of Queensland.</p>	
<p><b>Jurisdiction:</b> If storage is not in Australia, then the legal variance in the country storing the data should be understood: court, government and law enforcement agency access to data; data retention requirements; data reporting requirements; data export restrictions etc.</p>	
<p><b>Retrieval:</b> UQ is able to easily comply with legal/FOI requests for access to any data within the system?</p>	
<p><b>Licensing:</b> The license agreement allows for all potential use-cases i.e. Staff and Students may be accessing the service on their own devices, off campus, and outside our network. They may use multiple devices. Some use-cases may require guest access.</p>	

Systems considerations	Comments/approval
<p><b>Data security:</b> The service provider can verify that data security technology is robust and regularly updated. Data is encrypted at rest and in transit.</p>	
<p><b>Authentication:</b> The service can integrate authentication via UQ Single Sign On (SAML).</p>	
<p><b>Scalability:</b> Will the product scale to requirements?</p>	
<p><b>Auditability/analytics:</b> UQ system administrators have access to logs/reports regarding access (both permitted and denied) to services, including service provider access to the data.</p>	
<p><b>Service provider access to data:</b> How many service provider staff have access to personal UQ staff and student information? Is this limited to the barest minimum requirement?</p>	
<p><b>UQ access to service:</b> Can UQ investigate issues in detail, or are we reliant on the service provider for troubleshooting?</p>	
<p><b>Data Migration:</b> Data can be migrated back to UQ or another service provider if necessary. Please provide examples of the exported data, and please explain what happens to the data if the service provider ceases to be able to conduct business or ceases to offer this service?</p>	
<p><b>Backup and Archiving:</b> The service provider backs-up data associated with the service offered, and stores it in the same jurisdiction as the live data. It is clear how long that data is retained for, and what happens to this data if UQ discontinues with the service.</p>	

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<p><b>Upgrades:</b> A reasonable amount of notice is provided to clients when maintenance is scheduled. Clients are able to negotiate over planned outages if the proposed window impacts adversely on our operations (i.e. during our assessment/exam/marking periods).</p>	
<p><b>Early access to new releases:</b> Clients are provided with early access to new versions on a separate environment; or at least can access documentation prior to upgrades feature changes.</p>	
<p><b>Client facing statistics:</b> UQ systems administrators have access to analytics showing staff and student usage numbers, connection data, for specific times and over time. This data is exportable.</p>	
<p><b>Client-side compatibility:</b> The service is platform independent.</p>	
<p><b>Mobile devices:</b> A broad variety of mobile devices is supported.</p>	
<p><b>Network considerations</b></p>	<p><b>Comments/approval</b></p>
<p><b>Network traffic:</b> The service can be accessed from UQ via AARNet and the service is “onnet” <a href="https://www.aarnet.edu.au/network-and-services/the-network/network-operations/">https://www.aarnet.edu.au/network-and-services/the-network/network-operations/</a></p>	
<p><b>Network Traffic:</b> If the application is not “onnet” via AARNet, the service provider is willing to provide support for direct network peering with AARNet or UQ.</p>	

<p><b>IP address change notifications:</b> This site is accessible by a single consistent URL which is continuously and consistently available regardless of any underlying IP address changes.</p>	
<p><b>Private IP addresses:</b> The service can be accessed by private IP addresses within the organisation via proxies and/or NAT.</p>	
<p><b>Network ports:</b> The ports required to use the system are configurable on the UQ network.</p>	<p><i>Please list the ports UQ needs to have open</i></p>
<p><b>Qld Health:</b> 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.</p>	
<p><b>Support and Service provision</b></p>	<p><b>Comments/approval</b></p>
<p><b>Consultancy:</b> If the implementation of the product is sufficiently complex, has the project considered external implementation consultancy?</p>	
<p><b>User guides:</b> There is adequate user documentation available.</p>	
<p><b>SLA:</b> If an SLA is available, does it match or exceed the service availability requirement? What avenues are available to UQ in the case of failure, data corruption, compliance failure etc?</p>	
<p><b>Vendor support:</b> 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>	
<p><b>Commercial Activities:</b> The service provider should not force customers to be exposed to advertising.</p>	

Existing Systems Integration	
<p><b>Existing data from legacy systems:</b> UQ may require import of important data from legacy systems, spreadsheets etc. Consider any support required to assist in this process. (For example: Would a member of the service provider team be available to participate in a tech call during a trial with the legacy system administrators to assist with developing the scope of the activity for full implementation?)</p>	
<p><b>Blackboard integration:</b> Integration is standard and will not require excessive customisation for LMS or following service upgrades.</p>	
<p><b>Bb integration example:</b> Assessment items created in the service appear in Blackboard Gradecentre. The product allows for partial marks (i.e. 1.5; 1.25), Blackboard groups populate in the system.</p>	
<p><b>PeopleSoft integration description:</b> Integration is standard and will not require excessive customisation for PeopleSoft or following service upgrades.</p>	
<p><b>PeopleSoft integration example:</b> Custom fields within the proposed solution can be populated from data feeds from PeopleSoft tables/fields– i.e. a campus location/ course instructor name/ completed courses etc.</p>	

\*Personal information - any information which identifies an individual or which allows his or her identity to be reasonably ascertained. In the University context, examples of personal information include home address, home telephone number, date of birth, marital status, next of kin; salaries and wages of University staff; all information concerning students, their enrolment, academic performance and their personal welfare (such as medical matters) and records of an individual student's library borrowings; information concerning persons who apply to the University for appointment or admission; information collected from or concerning human research subjects. It may include visual information, such as photographs of people.