**IT Questions Regarding Hosted Solutions**

**December 2008**

**General**

What department is leading this initiative?

Who is the project manager?

Is there buy-in for the constituents using the product?

Are there other products/services similar to this one already in place on campus and if so, is the current product a viable solution?

IT needs a copy of the contract to start reviewing that to make sure we have no issues with it and a project plan before purchase.

**Funding:**

What is the initial cost of the hosted solution and who is funding?

What is the yearly maintenance fee and who is funding?

Are there additional hardware costs and who is funding?

Will we require maintenance contracts for any additional hardware and if so, what is the cost?

Does the initial cost cover training and implementation?

How many licenses are we getting?

Is there any data conversion cost with this project?

**Technical:**

Is this a web based solution or is there a client to install?

Will this system be integrated with other systems on campus? If so, is there a cost associated with this and who will write the interface?

How are users authenticated? Do they use a single sign-on solution like CAS (Central Authentication Service)? Will it be done through our system or will there be external authentication with new ids/passwords?

What databases are supported?

What type of impact will the application have on campus servers?

Can we limit the software to be accessible only via VPN and on campus? Is access limited to a set of IP addresses for security reasons?

Do we need to dedicate a certain amount of Internet bandwidth to the site hosting the software?

If this product interfaces with another product, does it place any limitations on our upgrade cycle? Will this product affect the ability of any current system to be upgraded in the future?

**Logistical/Support Issues:**

How much time will this take to implement from a personnel perspective?

What is the implementation timeframe?

What kind of technical support will be available for both functional users and technical support staff?

What type of end user support is provided by the vendor?

What kind of questions should the Help Desk be prepared for? Who should the Help Desk forward calls to for non-technical issues?

**Data Issues:**

Who owns the data?

How will we load the data to the system - and get data back to a TCNJ system if needed?

If we own the data, in what format do we get the data back if we ask for it?

What are the vendor’s policies on FERPA and privacy issues?

Has IT conducted a “security” review of this company’s approach to data storage, security, backups, and privacy?

Has the custodian of the data agreed that this data can reside offsite? Where will the data be hosted and where will the data be stored (in the US or overseas)?