

Procurement of Systems with a significant IT component

1. Introduction

- 1.1 The University commissions and maintains a wide variety of IT systems across the whole of the business. It is important when new projects are initiated that any IT component should be integrated into existing systems and not duplicate functionality that may already be available.
- 1.2 When new systems are selected they should have the widest application across the University to minimise costs in terms of purchase and support.
- 1.3 Prospective IT systems must be properly evaluated to ensure that they will not endanger the Confidentiality, Integrity and Availability of Keele Information.
- 1.4 This document identifies requirements and mandatory procedures that will seek to ensure that any project with a significant IT component can be implemented in a coherent way to provide the greatest flexibility and ease of use for both students and staff whilst ensuring the continuing protection of Keele information.

2. Stages of Procurement

- 2.1 In the past, systems have been specified and procured without sufficient consideration being given to how they will interoperate with the rest of the IT environment. To better coordinate IT systems across the campus it is essential that the Directorate of Finance and IT (FIT) is involved during the selection of new systems and that IT systems procurement/developments are formally authorised by the Director of Finance & IT. The major stages are:
 - When a new project is being planned FIT must be contacted with an outline of what is proposed. A member of IT staff will be nominated to act as the initial link person for the project when the project is being led outside FIT.
 - Prior to the implementation phase IT Services will advise and agree with the project sponsor/stakeholders what IT resources should be provided towards the implementation. Ongoing support arrangements will also be agreed at this stage. This must be included in any business plan.
 - Any system development must be formally approved by the Director of Finance and Information Technology before procurement and/or development.
 - At the procurement stage the nominated IT link person will coordinate effort from other FIT specialists in the preparation and evaluation of tender documentation.
 - FIT will maintain a central inventory of IT systems in use and the lead person responsible.
- 2.2 These stages should ensure that IT developments are planned and implemented in a more coherent way, minimise duplication and focus on the requirements of staff and students as a whole.

3. Technical Requirements

Keele has a policy of making disparate systems as easy as possible for users to use. The standard method of achieving this for web based system is by the use of Shibboleth. IT should be consulted for assistance on this area.

Annex A below provides an indication of the areas that will need to be covered when considering the provision of a new service.

Annex B provides an indication of the scope of projects included within this guidance. This is not intended to be an inclusive list.

4. Security Requirements

The University is accountable for the security of its data even if it is hosted by a third party. It is the University's responsibility to seek suitable assurances that its data will be afforded adequate protection at all times.

Prospective suppliers of systems that will process Keele personal or confidential data must complete the Information Security Questionnaire (attached as Annex C). The completed questionnaire will be evaluated by the Information Security Manager. If there are significant concerns about the security of the prospective system or the supplier the Information Security Manager may advise that an alternative system must be sought.

For new in-house systems processing personal or confidential data details of the system functionality must be forwarded to the Information Security Manager for evaluation.

Annex A

The following are items to be addressed:

- A summary of the project's aims
- Does this replace an existing service?
- If applicable, why this need cannot be serviced by existing services?
- Who will be looking after the project and who in their absence?
- Will the proposed system process personal or confidential data?
- Will the solution be externally hosted?
- Will the supplier require access to the Keele network? This may be for remote support purposes.
- What authentication method will be used
- What other services will this integrate with or depend upon?
- If this is a replacement, will this affect any existing integrations with other services?
- Who is the target audience (eg. internal/external, staff/student/other)
- Indicate the platform and software requirements
- If the project is to use third-party software please provide technical documentation on the product
- Make some estimate of the hardware requirements, in particular storage needs
- For customer facing web-based systems we will need to agree a service name for the web address
- Indicative timeline

Annex B

Types of projects that fall within the scope:

- Systems that require extensive network connectivity eg. CCTV, BEMS, Access Control and AV installation
- Systems that are web-based and accessible off-site
- Systems that process personal or confidential data.
- Systems that require access to 'corporate' data eg. SCIMS, HR/Payroll
- Systems that require integration with other products eg. SCIMS, KLE
- Systems that require authentication using standard login credentials
- Major systems affecting staff and/or students