Subject: **Hardware/Software Procurement**			
Section **University-Wide**	Effective Date **04/06/21**	Last Reviewed	Revision Date

I. DEFINITIONS

A. **Contractual Agreements:** For Software and Hardware this may include a quote, terms and conditions, Terms of Service Agreement, Master Service Agreement, or any other written document that requires the signature of an authorized signer for the University.

B. **Controlled Unclassified Information:** Any information that law, regulation, or University Policy requires to have safeguarding or disseminating controls, excluding information that is classified under Executive Order 13526, Classified National Security Information, December 29, 2009, or any predecessor or successor order, or the Atomic Energy Act of 1954, as amended.

C. **Data Governance Management Committee (DGMC)**: A cross-functional UNG committee that defines, implements, and manages policies and procedures for data governance and management.

D. **Data Steward**: UNG employees responsible for the data read, used, created, collected, reported, updated or deleted, and the technology used to do so if applicable in their data areas. See UNG Data Governance and Access Policy.

E. **Hardware**: The physical components of a computer system and the data storage and any peripheral devices that are connected to the computer (such as the mouse, keyboard, and add on data storage such as thumb drives, CD Roms, etc.).

F. **Requests:** For Software and Hardware, requests are defined as submissions that are received via ServiceNow soliciting new or expanded Software or Hardware products.

G. **Requestor:** For Software and Hardware, the requestor is the departmental entity that is submitting the Request.

H. **Software**: The programs and other operating information used by a computer that tell a computer what to do. Software comprises the entire set of programs, procedures, routines and operating systems. The term was coined to differentiate these instructions from Hardware.

II. PROCEDURE(S)

Procedures for all procurement activities must follow University guidelines and be in compliance with state law, Section 3.1.2.3 of the USG Business Procedures Manual (BPM) and Department of Administrative Services (DOAS) requirements.

A. HARDWARE PROCUREMENT

1. Requestor identifies a need/requirement for their area.

2. A Request for new Hardware will be initiated on the myUNG Purchasing site under the Hardware Quote link.

3. Once submitted, the Request will be routed to IT.

   a. IT maintains a list of standard approved Hardware. If the Request is for standard Hardware, the quote will be produced and an approval email will be sent to the Requestor. The Requestor will then submit a purchase request (PR) to Purchasing via PeopleSoft and attach the quote and approval email from IT.

   b. If the Request is for non-standard Hardware, IT will require a use justification and security review. If approved, the quote will be produced and an approval email will be sent to the Requestor. The Requestor will then submit a purchase request (PR) to Purchasing via PeopleSoft and attach the quote and approval email from IT.

4. Purchasing will convert the purchase request (PR) into a purchase order (PO) which lists the quote number and send it to IT and the vendor with instructions to deliver to UNG central receiving. Upon receipt of Hardware (standard or non-standard), central receiving will deliver the Hardware to IT for installation.

B. SOFTWARE PROCUREMENT

The CIO will establish and maintain a master list in compliance with USG Section 12.3.3 of the BPM of all currently approved computer Software used throughout UNG, the department(s) that use the Software and for what purpose, what systems the Software interfaces with, what data the Software contains (i.e. FERPA, HIPAA, PII, etc.) and the assigned Data Steward.

1. Request for renewal of existing Software or additional Software licenses

   a. Requestor identifies a need/requirement for renewal of existing Software or additional Software licenses in their area.

b. A Request for Software will be initiated on the [myUNG Purchasing](#) site under the [Request Software Approval](#) link. The vendor's Software contract must be attached to the Request.

c. Once submitted, the Request will be routed to IT. IT will send a copy of the Software contract to Legal for simultaneous review and to the Data Governance designee to assign a Data Steward, if one is not already assigned.

d. If the Software Asset Manager (SAM) discovers that the Software being requested **has been** reviewed/approved by IT within the previous 12 months and does not contain Controlled Unclassified Information, the Request will be approved by the SAM and the Requestor will be notified via email. The email should include the name of the Data Steward and be copied to both Purchasing and Legal. Since this is a renewal of existing software or request for additional licenses the Data Steward can be found on the CIO's master list. The Requestor will then submit a purchase request (PR) to Purchasing via PeopleSoft and attach the SAM approval email from IT. However, Purchasing will not convert the PR to a PO until they receive approval from the supplement approver, in this case Legal.

e. If the SAM discovers that the Software being requested **has not been** reviewed in the previous 12 months, the ServiceNow Request ticket will be transferred to the appropriate areas across IT for security and compatibility review. Upon completion of this review, if the Request is approved, the SAM will notify the Requestor via email. The email should include the name of the Data Steward and be copied to both Purchasing and Legal. Again, since this is a renewal of existing software or request for additional licenses the Data Steward can be found on the CIO's master list. The Requestor will then submit a purchase request to Purchasing via PeopleSoft and attach the SAM approval email from IT. However, Purchasing will not convert the PR to a PO until they receive approval from the supplement approver, in this case Legal.

f. Upon receipt of the Software request Legal will review the software contract for prohibited terms and negotiate the changes with the vendor's legal team. Once the contract terms have been agreed to by both UNG Legal and the vendor the contract will be routed for approval in accordance with the UNG Contract Policy. Legal will create the contract routing form that requires the following individuals signoff: 1) Requestor, 2) Department Head, 3) Dean, 4) Vice President, and 5) Data Steward, The contract routing approval form will accompany the negotiated final version of the Software contract which is sent electronically via DocuSign to the authorized signers for both UNG and the Vendor. Legal includes the Requestor and the contract manager for Purchasing in the electronic distribution of the fully executed contract. Purchasing can use the downloadable, electronic copy of the fully executed

Contract and Certificate of Completion generated by DocuSign to place in their file to indicate the supplemental approval of Legal.

    g. Purchasing will convert the purchase request (PR) into a purchase order (PO) and send it to the vendor for processing.

2. Request for new Software

    a. Requestor identifies a need/requirement for purchase of new Software in their area.

    b. A request for Software will be initiated on the myUNG Purchasing site under the Request Software Approval link. The vendor's Software contract must be attached to the Request. Requestor must complete all applicable fields on the Request for Software to streamline the process.

    c. The Request will automatically route to the SAM, who will send a copy of the Software contract to Legal for simultaneous review and to the Data Governance designee to begin the process of assigning a Data Steward. The Data Governance designee will assign a Data Steward and notify the SAM.

    d. The SAM will confirm that the Software being requested is not a current product, determine whether the product is expected to contain Controlled Unclassified Information, and route the request to the appropriate teams across IT to check security and compatibility. As part of the Software review, the IT team will review the use of the Software for what purpose, what systems the Software interfaces with, what data the Software contains (i.e. FERPA, HIPAA, PII, etc.) and update the information within the Request. If the IT team determines that UNG already has an existing Software that appears to meet the end user's needs the SAM will work with the end user to suggest approved Software already in use.

        i. If Request denied, the SAM will notify the Requestor and the Requestor should work with IT and Purchasing to identify an alternative Software.

        ii. Upon completion of this review, if the Request is approved, the SAM will notify the Requestor via email. The email should include the name of the Data Steward and be copied to both Purchasing and Legal. The Requestor will then submit a purchase request to Purchasing via PeopleSoft and attach the SAM approval email from IT. However, Purchasing will not convert the PR to a PO until they receive approval from the supplement approver, in this case Legal.

e. Upon receipt of the Software request Legal will review the Software contract for prohibited terms and negotiate the changes with the vendor's legal team. Once the contract terms have been agreed to by both UNG Legal and the vendor, the contract will be routed for approval in accordance with the [UNG Contract Review, Approval, and Execution Policy](). Legal will create the contract routing form that requires the following individuals' signoff: 1) requestor, 2) Department Head, 3) Dean, 4) Vice President, and 5) Data Steward. The contract routing approval form will accompany the negotiated final version of the Software contract which is sent electronically via DocuSign to the authorized signers for both UNG and the vendor. Legal includes the Requestor and the contract manager for Purchasing in the electronic distribution of the fully executed contract. The Purchasing department can use the downloadable, electronic copy of the fully executed Contract and Certificate of Completion generated by DocuSign to place in their file to indicate the supplemental approval of Legal.

f. If a problem is identified in the request by any of the above parties, the request is deferred to the Data Governance Management Committee for resolution.
   - Submitting party will be advised of recommended solution of DGMC

g. Purchasing will convert the purchase request (PR) into a purchase order (PO).

II. POLICY REFERENCE

The procedures above, along with the procedures of the [Office of General Counsel's Role in Contract Review, Approval, and Execution]() are part of the operational implementation of University of North Georgia's [Contract Review, Approval, and Execution Policy](), and are in compliance with that policy.

III. REVIEW AND RESPONSIBILITY

Responsible Party: Purchasing Director

Review: Every three years (or more frequently if needed)

IV. APPROVAL

_____   _____
Steve McLeod, Chief Information Officer   Date

_____   _____
Milton Hansen, Director, Purchasing   Date

REVISION/REVIEW LOG

Revision Number	Approved Date	Description of Changes

Upon revision:
Add Accessibility Check on Hardware/Software (Joanie requested)