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| **Project Information** | | | |
| **Project Title** |  | | |
| **Project Manager** |  | | |
| **Sponsor** |  | | |
| **Creation Date** |  | **Revision Date** |  |
| **Solution review Date** |  | | |
| **Created By** | *List all contributors* | | |
| **Stakeholder Input** | Who helped review this software from SUNY Fredonia? Please be sure to include data stewards and owners (or representatives) for data to be used in this system. | | |

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| **Vendor Information** | | | |
| **Solution/Vendor Name** |  | | |
| **Vendor Website** |  | | |
| **Contact Name** |  | **Contact 2 Name** |  |
| **Email** |  | **Email** |  |
| **Phone** |  | **Phone** |  |
| **Confidentiality Agreement Date\*** | Provide the date a confidentiality agreement was signed by the vendor. | | |
| **General Description** | Provide a general description of the solution. | | |
| ***Note:*** *Outside consultants/programmers are not provided access to secure systems and databases. Any integration with current databases and systems must be provided by ITS programmers and database administrators as part of their regular responsibilities.* | | | |

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| **Requirements** | |
| **Business** | What are the business processes or needs that this application will address? |
| **Functionality** | Please describe business needs in terms of software/solution functionality requirements. |
| **Compatibility** | Please describe the compatibility needs in detail including Windows/Mac compatibility, browser compatibility and other compatibility needs. |
| **Reporting** | Please describe the reporting needs related to this new application. |

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| **System Requirements** | |
| **Overall Requirements** | What are the server and client hardware requirements? Has a technical white paper been requested from the vendor? |
| **User/License** | Is there a maximum number of people who can use this system at a time? |
| **Disk Space** | What is the amount of disk space required? |
| **Duplication** | Is there an existing system at Fredonia that could meet the needs? |
| **Hosting** | Will hosting be internal or external? If external, please complete the Hosting Requirements section |
| **Availability** | Is this application considered a mission-critical application requiring 99.9% uptime (as provided for E-mail, LMS, and Banner) and 24x7 server redundancy and support? |

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| **Operational Requirements** | |
| **Service Operation** | What ongoing maintenance and operational tasks are required of this product? |
| **Duties** | Please outline the anticipated responsibilities and total number of total hours for each role. |
| **Roles** | What roles/skills and time are needed to maintain the system?  Identify the developer, back-up, trainer, support personnel.  Who will specify hardware, test and install the software? |
| **Sustainability** | Is usage expected to expand, possibly requiring additional staff as the service increases? |
| **Support and Training** | Who will maintain the security schema?  Describe your plan for training and supporting users here. Include web content, reference guides, FredQuest articles and values, workshops and support processes. |

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| **Data Integration and Security** | |
| **Data Requirements** | Please outline full scope of data integration, and potential use of confidential data. This must be reviewed by ITS staff and Banner Users Group (if applicable). Will data be integrated with this solution? |
| **Confidential Data** | Will credit card information be collected? Will other sensitive data be stored in the system? Please list any confidential or private data that will be in this system. Will FERPA, HIPPA or other regulated data in this system? |
| **Integration** | Will other services need to integrate with this application? Please describe system and data integrations |
| **Import/Export** | Are data imports/exports anticipated as a component of this project? |
| **Accounts and Authentication** | Will authentication be required? Will accounts need to be provisioned, modified and deprovisioned? |
| **Internet Access** | Can the data be accessed via the internet? Is SSL encryption needed? |
| **Data Retrieval** | When using an off-site host-verify that Institutional data will be retrievable in the event of termination. |
| **Liability** | What liabilities does the system create (or mitigate), for example with respect to unauthorized access to personal data? |

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| **External Hosting Requirements** | |
| **Facility Security** | Multi-level security including 24/7 video surveillance plus two-factor identification? |
| **Firewall** | Is the data behind a firewall? |
| **Encryption** | Server data is encrypted (required for credit card #, e-commerce)? |
| **Back-ups** | Critical data backups are done at least daily (with smaller exports throughout day)? |
| **Fire** | Fire protection? |
| **Power** | Fully redundant power? |
| **Cooling** | Redundant cooling systems for properly humidified air temperature? |
| **Monitoring** | Monitored with online alert system? |

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| **Financial & License Cost** | |
| **License Cost Overview** | Please describe the licensing cost and whether concurrent, volume, or site license pricing has been negotiated. |
| **Initial License Cost** | What is the initial licensing cost, and what budget will pay for this? |
| **Annual License Cost** | What is the annual licensing cost and what budget will pay for this? |
| **Initial Hardware Cost** | What is the initial hardware cost, and what budget will pay for this? |
| **Maintenance Cost** | What costs are associated with ongoing maintenance tasks s are required of this product? Please describe what is and what is not included in annual maintenance. For example, does annual maintenance include upgrades and minor bug-fix releases? |
| **Additional License Cost** | What cost would be associated with making the application available to more people? |
| **Client Software Cost** | Does the application require related software, and if yes, what is that cost?  Verify, if any, the limit to the number of client machines software is installed on. |
| **Integration Cost** | Are the costs of implementing interfaces with other system included in the implementation cost? If no, please provide details. |

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| **Purchasing** | |
| **Contract Review** | Has the Director of University Services reviewed the legal contract and does it meet Fredonia, SUNY, and State requirements? |
| **RFP or Direct Purchase** | Has the Director of University Services determined if the software meets requirements for a direct purchase, or must acquisition follow the RFP process? |
| **Quarterly Contract Reporter** | Has the Director of University Services determined if the software must be listed in the Quarterly Contract Reporter? |

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| **Customer Verification** | |
| **Reference 1** | Include name, institution and general statements from references checked here. |
| **Reference 2** |  |
| **Reference 3** |  |