NYIT New York Institute of Technology

NYIT Software Questionnaire

Vendor:

Vendor Software/Platform:

NYIT Department:

Date:

What services/products is NYIT purchasing?

Can the vendor identify a list of data that will be stored in this software and who has access to the data?

What is the source of the student/non-student data and/or files used by the vendor?

How is data populated into the vendor's software? How often?

Who owns the data? Can NYIT get the data back if we terminate the contract?

How will NYIT and the vendor use this data?

How do accounts to access the vendor's software get created/terminated?

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NYIT Software Questionnaire

Who at NYIT will be responsible for the maintenance, security and troubleshoot of issues?

Does the vendor's software need to be integrated with other NYIT software such as PeopleSoft, Oracle, TargetX/ Salesforce and NYIT authentication software, etc.?

Have you spoken with a member of Strategic Messaging regarding NYIT branding?

What are the encryption protocols for data at rest and transit? If none, is there an option for encryption for both scenarios?

Can the vendor's software integrate with cloud access security brokers (CASBs)?

Can NYIT get a copy of the vendor's IT security policy and procedures?

What happens if NYIT data is stolen, hacked, lost or accessed by an unauthorized entity?

NYIT would like to see a statement of work for implementation and post-implementation services. Can NYIT review those documents? Are NYIT IT resources needed for implementation? If so, what is the level of communication needed by these resources?

New York Institute of Technology

NYIT Software Questionnaire

Are there limitations to access the vendor's software?

Is the vendor's software fully FERPA and/or HIPAA compliant?

What other vendors (third party) are being used to host and/or build the vendor's software and its products?

If the vendor is using other vendors, are contracts with these vendors and NYIT necessary?

Is there a service level agreement that NYIT can review for the vendor's services/products?

Does NYIT have access to the source code of the vendor's software?

Are customizations permitted within the vendor's software/platform?

What language is the vendor's software/platform using?

NYIT Software Questionnaire

What database is used to store data in the vendor's software?

Is a personalized dashboard that provides a consolidated view of service availability, releases, performance, and service level agreements (SLAs) to view the status of production and non-production environments?

Will the vendor be storing Title IV data/documentation? And if so, whether the vendor will be administering Title IV data/documentation?

Will the vendor's software integrate with the CASHNet payment gateway?