

Complete Section 1 (this page only)
Submit to techsupport@sjcd.edu

ITS Ticket Number:

Software Intake Form

For evaluation of software, services, or solutions requiring a computer for use or access, whether on-premise or hosted.

Reviews may take up to 30 business days depending on vendor responsiveness and solution complexity

Section

- 1 – Client Feedback
- 2 – Supplier Response On-Premise Solutions
- 3 – Supplier Response SaaS Solutions

To Be Completed by:

- Employee requesting software at San Jacinto College
- Software supplier for all on premise software solutions
- Software supplier for all Software as a Service/hosted solutions

Section 1 – Client Feedback To be completed by SJCD employee requesting software solution

1.1 Has this request been approved by your leader? Yes No Leader's name:

Will grant funding be used? Yes No Estimated cost: Submit quote/agreement with this form.

1.2 When is the software required to be installed and operational?

1.3 Provide a link below to the software publisher's website, specific to the solution that is being evaluated.

1.4 Provide the supplier's contact information for technical questions.

Name: Email: Phone:

1.5 Briefly state the goal for your request and any specific requirements you need to achieve.

1.6 What platform do you intend to use the solution with?

Windows PC OSX Mac iOS Phone/Tablet Android Phone/Tablet Other: _____

1.7 Where do you intend to use the solution?

Offices Labs Classrooms Off-site Home/Personal Devices

1.8 What location(s) do you intend this solution to be installed or used?

Specify the campus(es), building(s) and room(s) where applicable.

1.9 How many people do you anticipate utilizing the solution and how many devices do you anticipate accessing the solution?

People: Devices:

1.10 Have you explored other solutions already owned by the college?

Please list and provide reasons why these other solutions do not meet your requirements

Yes No

Solutions Considered	Reasons they do not meet requirements

1.11 Will this solution be used for instruction? If yes, submit this form to innovate@sjcd.edu and techsupport@sjcd.edu

Yes No

1.12 Will this solution require any of the following? (Check all that apply)

- Office 365 Integration
- Banner Integration
- Blackboard integration
- Single Sign-On
- Other, please specify below:

(Login with same username and password that is used for email)

1.13 Do configurations made by individual users of the solution need to be retained for continuous use?

Yes No

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Section 2 – Supplier Response On-Premise Solutions

2.1 What are the recommended (not minimum) requirements for the following components?

	Workstations	Servers	Tablets/Mobile Devices
Operating System			
Version and Edition			
Processor			
Speed (GHz) and Cores			
Memory (GB)			
Free Disk Space (GB)			
Display			
Size (in.) and Resolution			
HDD Type (i.e. SATA, SSD)			
Graphics GPU and Memory (GB)			

2.2 Are there any additional hardware, peripheral, or server platform requirements?

2.3 Are there any additional software dependencies or requirements? (i.e. SQL, SharePoint, IIS, Java, Flash, etc.)

2.4 Can the software be deployed using Microsoft SCCM?

- Yes No

Additional Comments

2.5 Does the solution comply with the Family Educational Rights and Privacy Act (FERPA)?

Required if student data or pictures are stored. Include documentation that demonstrates compliance.

- Yes No N/A

Additional Details

2.6 Is the solution PCI compliant or PCI certified?

Required for electronic financial transactions. Include documentation that demonstrates compliance.

- Compliant Certified N/A

Additional Details

2.7 Is product support included with the solution and how many named contacts are allowed to contact support?

i.e. Installation assistance, end-user support, Email, chat, 8x5, 24x7, terms, renewal frequency

Include documentation that details the support offered.

- Yes No

Additional Details

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2.8 How are future solution upgrades paid for, obtained, and implemented? Is upgrading a requirement to obtain support?

2.9 Does an end-user require administrator or other elevated privileges to use the software as designed?

- Yes No

Additional Details

2.10 How is the solution licensed? i.e. By user, device, transaction count
Include documentation that details the license agreement.

2.11 Provide any additional information not already listed that might be pertinent to the functionality of the solution.

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Section 3 – Supplier Response SaaS Solutions

3.1 Is there an email component to the solution that will require white listing or SPF record?

- Yes No

Additional Comments

3.2 Are there any DNS entry requirements?

- Yes No

Additional Comments

3.3 Is the SaaS platform based in the USA? If not, how do you ensure US laws around data protections are followed?

- Yes No

Additional Comments

3.4 Does the solution comply with the Family Educational Rights and Privacy Act (FERPA)?

Required if student data or pictures are stored. Include documentation that demonstrates compliance.

- Yes No N/A

Additional Details

3.5 Is the solution PCI compliant or PCI certified?

Required for electronic financial transactions. Include documentation that demonstrates compliance.

- Compliant Certified N/A

Additional Details

3.6 Will College data reside on a shared database?

- Yes No

Additional Comments

3.7 What protections exist to prevent College data loss or data leakage?

3.8 Are the user accounts administered by the College? If yes, please answer 3.8a

- Yes No 3.8a Is there a limited number of admins? Yes No

3.9 Briefly explain how user accounts are managed? i.e. customer portal, emailed request, support ticket

3.10 What is the backup and restoration policy?

3.11 Who at the College can request data restoration and what is the expected turnaround time?

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3.12 At a high level, what is the disaster recovery capability for the solution?
 (Immediate failover, fully redundant, or recovery time required)

3.13 What are the supported operating system versions?

Windows	OSX	iOS	Android	Windows Mobile	Other

3.14 What are the supported browser versions? Windows, Mac, iOS, Android, or Windows Tablet operating Systems?

Internet Explorer	Chrome	Safari	Other, please specify if REQUIRED

3.15 Is the solution HTML5 compliant?

- Yes No

Additional Comments

3.16 Are there any on premise software requirements? i.e. SQL, Sharepoint, IIS, Java, Flash

- Yes No

Additional Comments

3.17 Are there any specialized software, clients, browser plugins or extensions required?

- Yes No

Additional Details

3.18 Are there any special hardware requirements associated with this solution?

i.e. local server, appliance, peripheral hardware, tablets, extra system memory, higher graphics capability

- Yes No

Additional Details

3.19 Is product support included with the solution and how many named contacts are allowed to contact support?

i.e. Installation assistance, end-user support, Email, chat, 8x5, 24x7, terms, renewal frequency

Include documentation that details the support offered.

- Yes No

Additional Details

3.20 How are solution upgrades handled? Include information on how the College is notified, whether upgrades are opt-in/out, if they can be deferred, and how support is affected.

3.21 Does the solution provide or require an "app" (Windows Store, Apple Store, Google Play store)?

- No Provided, not required Provided, and required

Additional Details

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3.22 Does the solution utilize anything beyond HTTP / HTTPS for administration or access?

- Yes No

Additional Details

3.23 Does this solution require special white-listing or exceptions to be included in a security appliance (firewall, proxy) beyond HTTP / HTTPS?

- Yes No

Additional Details

3.24 Does the College need to provide information about our network in order to access this solution?

- Yes No

Additional Details

3.25 Is this a media rich environment? i.e. allow or require flash animations, MPEG4 video streaming
If yes, please answer 3.25a

- Yes No 3.25a Does it allow or require rich media content to be uploaded by the College? Yes No

3.26 What are the minimum and recommended bandwidth requirements per device or user to access this service?

3.27 Provide any additional information not already listed that might be pertinent to the functionality of the solution.