![Redlands Community College logo]

521   POLICY – Acquisition of IT Hardware, Software and Services

521.1   Statement of Policy

Redlands Community College ("Redlands") purchases Information Technology (IT) hardware, software, and services to support the mission and vision of the institution. This policy informs employees of their responsibilities regarding the purchase or acquisition of IT hardware, software, or service(s). It seeks to prevent situations in which items that require IT resources and support to install, manage, or integrate with existing systems are purchased without involving Information Technology Services (ITS).

521.2   Purchasing or Acquiring Equipment or Services

Any Redlands employee or campus entity interested in purchasing or acquiring hardware, software, or IT service(s) for your department must follow the steps that are published in the Procedures section of the Policies and Procedures Manual.

521.3   Compliance

Any member of the campus community who does not follow and abide by this policy will not be supported by ITS and may be prevented from operating or using hardware, software, or service(s) not acquired in accordance with this policy.

Adopted October 2022

521   PROCEDURE – Acquisition of IT Hardware, Software and Services

521.2:1   Employee and/or Departmental Responsibilities

In the event an employee or campus entity is interested in purchasing or acquiring hardware, software or IT service(s) listed in A through I below, they are required to submit the request through the IT ticketing system and obtain IT Department approval to purchase and/or use such items either remotely or locally. If approved, IT may require contract revisions to meet its standards. IT may, at its discretion submit purchase request on behalf of the Redlands employees.

A. Any hardware, software, or service not currently supported by ITS but requiring IT support or resources during initial implementation or any time thereafter.

B. Hardware or software that will be installed in/on a system that is currently supported by Redlands ITS.

C. Software, especially multi-user software that requires ITS networking, programming, or system administration expertise to configure and/or operate.

D. Any system or service that requires a locally hosted server and/or database.

E. Lab or departmental hardware or software of any type that will require configuration by and resources of Redlands ITS.

F. Systems or services that require an interface to Redlands enterprise systems (such as Colleague) regardless of where such systems are physically located or managed. Required interfaces to enterprise systems typically take the form of file extracts, dynamic web services, and APIs, among other types.

G. Systems or services that will store or process protected Redlands data (data governed by regulations/laws such as FERPA, HIPAA, etc.).

H. Systems or services that will process electronic payments.

I. Any device that requires connection or access to the Redlands computer network either wired or wirelessly.

521.2:2   Technical Support

Depending on the situation, ITS may be required to acquire equipment or services to implement or install the requested Hardware/Software/Service. In this situation, any costs associated with implementation or installation may become the responsibility of the requesting department or unit.

521.2:3   Acquisition and Annual Costs

Departments will be required to secure funding for all acquisition costs, as well as recurring maintenance fees, licenses, upgrade fees, etc. related to supporting hardware, software or services after implementation.

521.3:1   Suspension and Revocation

Compliance with the policy does not guarantee future ITS support of the hardware, software, or services under consideration (e.g. product uses software that is no longer supported by vendor/manufacturer).

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