REQUESTING SUPPORT FOR ACADEMIC SOFTWARE

PDF VERSION OF ONLINE FORM QUESTIONS FOR PRE-SUBMISSION REVIEW

Section 1: Contact Details

1. Who is the main contact person with regard to this request?
2. Who is this request being made on behalf of? (Name of Faculty/School/Function/Project)

Section 2: Academic Software Details and Rationale for Procurement

3. What is the name of the academic software in question? Please provide a link to the website about this software, if one is available
4. Is this academic software:
   a. Open-source
   b. Proprietary
   c. Unknown
5. Is this academic software, or software with similar functionality, already in use at TU Dublin?
   *Important: Academic Software will not consider requests to support academic software where the functionality it provides can be provided adequately by another software already in place at the university
   a. Yes
   b. No
   c. I am not sure

If you answer "Yes" to this question above, you will be asked this extra question:
6. Please, provide an explanation of how this academic software is being used currently by staff and/or students, including user numbers, and the impact it is having on learning, teaching and/or assessment.
7. Is this academic software a cloud hosted service?
   A cloud hosted service can be described as a third-party company offering a cloud-based platform, infrastructure, application, or storage services.
   a. Yes
   b. No

If you answer "Yes" to the above question, you will be asked the following:
8. URL of the cloud service provider (if known)
9. Please select which category the hosted service falls under:
   a. Cloud service provider (CSP) – A cloud service provider is a third-party company offering a cloud-based platform, infrastructure, application or storage services
   b. Software as a Service (SaaS) – Software as a service (or SaaS) is a way of delivering applications over the Internet – as a service. Instead of installing and maintaining software, you simply access it via the internet
   c. Third party application or service that integrates with information systems located on premise within TU Dublin
   d. Third party application that integrates with data hosted in a private cloud environment managed/owned by TU Dublin (including but not limited to Azure, Office 365, Amazon web services & Google)
   e. Third party application that requires users to provide personal information directly

10. Please, give details as to what category/categories of data will be accessed or hosted by the cloud service provider if known (e.g. Student academic data, Personal Data, Non-personal Data, Financial Data, Medical Data)

11. All new TU Dublin wide software procured or purchased should facilitate Single Sign-On (SSO) authentication where applicable. This is to ensure systems are more secure, reduces IT overheads, and improves end user experience. Please confirm with the vendor if the software can facilitate SSO.

*Microsoft Single Sign-On allows you to access various applications seamlessly with just one set of credentials, eliminating the need to repeatedly enter your username and password for each application and simplifying your login experience.

a. Yes the software facilitates SSO
b. No, the software does not facilitate SSO
c. I don't know
d. Not applicable in this case

If you answer "No" to "is this academic software a cloud hosted service", you will be asked the following:
8. Please provide details of any infrastructure that will be required locally to host it (if known)
9. How does the implementation of this academic software align to TU Dublin strategic objectives?
10. What will be the expected benefits for your Faculty/School/Function/Project with the implementation of this academic software?

If you reply "Yes the software facilitates SSO" to the question 11, you will be asked the following:
12. Please provide details of any infrastructure that will be required locally to host it (if known)
13. How does the implementation of this academic software align to TU Dublin strategic objectives?
14. What will be the expected benefits for your Faculty/School/Function/Project with the implementation of this academic software?

If you reply "No the software does not facilitate SSO" to the question 11, you will be asked the following:
12. As you have indicated that SSO (Single Sign-On) is not available for this cloud hosted application, TU Dublin is required to ensure MFA is available at a minimum.
Please confirm with the vendor if the software has MFA capabilities:
*Please be advised, if the cloud hosted service does not provide SSO (Single Sign-On) or have MFA capabilities, it cannot be supported by Academic Affairs. Answering "No" to this question will close this form and cancel the submission
a. Yes the software has MFA capabilities
b. No, the software does not have MFA capabilities

If you reply "Not applicable in this case" to the SSO question, you will be asked the following:
12. Why is SSO not applicable in this case?
13. As you indicated that SSO (Single Sign-On) is not available for this cloud hosted application, TU Dublin is required to ensure MFA is available at a minimum.
Please confirm with the vendor if the software has MFA capabilities

If you reply "Yes the software has MFA capabilities", you will be asked:
14. Please provide details of any infrastructure that will be required locally to host it (if known)
15. How does the implementation of this academic software align to TU Dublin strategic objectives?
16. What will be the expected benefits for your Faculty/School/Function/Project with the implementation of this academic software?

If you reply "No, the software does not have MFA capabilities", the submission will be cancelled

Section 3: Operational Details

17. Who will be the "business owners" of (in control of) this academic software?
18. What "support" will you require from Academic Affairs IMMEDIATELY once the academic software is procured?
    a. Payment of licences
    b. Application integration with other platforms managed by Academic Affairs
    c. Provision of training for staff on how to use the academic software
    d. Support for staff around embedding the academic software into their learning, teaching and assessment practices
    e. Application support
    f. "How-to" operational support
    g. Provision of reports
    h. Other
19. If you require Academic Affairs to support you in the payment of licences, what will this academic software cost on a yearly basis, inclusive of 23% VAT and from what year will this funding be required?
20. If you require Academic Affairs to provide training and resources, and/or operational and how-to support, from when you will require it? Please detail the nature of the support required.
21. Which systems already managed by Academic Affairs will need to be integrated with the new software?
    a. Akari
    b. Syllabus Plus
    c. Banner
    d. EGB/Faculty Grade Book
    e. Brightspace
    f. Evasys Student Feedback System
    g. None of the above
    h. Other
22. If the software needs to be integrated with another system already managed by Academic Affairs, what type of application integration will be required, and what level of support will be required to complete that integration (please check with the vendor for information)?
23. All new TU Dublin wide software procured or purchased should comply with WCAG 2.1 Level AA to ensure all students and staff accessibility needs are met. Please confirm the WCAG 2.1 A level rating with the vendor and insert it below:
24. Please confirm the name and email of the Faculty Dean or Head of School/Function or Project Sponsor, who has approved the submission of this request:
25. What date is it expected that you will start using this software (mm/dd/yyyy)?