Software Review and Approval Process (including cloud-based tools, applications and on-line databases)

In order to ensure compliance with all State, Federal and UT System requirements regarding accessibility and information security, UTA has implemented a new software review and procurement process (including free software and cloud based tools and applications). All software acquisitions and renewals must go through this process including cloud-based tools and applications as well as subscriptions to on-line databases accessed by faculty, staff or students.

In order for your procurement request to be processed, you will need to request approval from the Office of Information Technology (OIT) and the Information Security Office (ISO) prior to any procurement being made.

What do I do to request approval?
To request approval, please go to:
https://uta.service-now.com/selfservice/

Select “Request Something” then log into Service Now. Scroll to the bottom of the Service Catalog page and select “Software Purchase Approval” under “Desktop or Lab Hardware & Software”. Complete the form. You will receive a Service Now Request number that you can use to track your request.

What happens next?
Once submitted, OIT will review the request and initiate an Electronic Information Resources (EIR), including web accessibility if applicable, review on your behalf. If you’ve answered “yes” to any of the Information Security questions, then OIT will assign a task to the Information Security Office for additional review.

What should I expect?
Every effort will be made by OIT and ISO to quickly and efficiently review your request notwithstanding staffing constraints, the volume and complexity of requests, as well as competing priorities within the respective offices. Generally, your request should be acknowledged by OIT within one (1) business day and tasks will be assigned for EIR and ISO review as is appropriate to the request. Depending on the number of requests and available staff, it may take up to five (5) business days for EIR and ISO review to begin. The approval process may take at minimum an additional five (5) business days depending on the complexity of the software and the risks associated with your particular use of it. In other words, plan for a minimum of ten (10) business days for your request to be handled. There should be no need for you to contact Procurement or the Office of Legal Affairs directly during the OIT and/or ISO review period; however, if necessary, these groups will reach out to you.

What can I do to speed up the approval process?
To speed up the review process:
1) Please provide detailed and accurate information about your request – you can even add more information to the request in Service Now after it has been submitted. Not providing complete and accurate information will only slow the review process.
2) If you are completing the request on behalf of someone else, then make sure that individual’s contact information is included in the request – ISO or OIT may need to ask questions directly to the person requesting the service.
3) If you’ve answered “yes” to any of the Information Security questions, then complete and attach the Information Security Sponsoring Department Procurement Questionnaire to your Service Now requisition.
   - If your requisition is for enterprise software (specifically, software that will store confidential data) that will be installed on UTA owned or managed servers (e.g. ARDC, AWS or Azure), then review the software procurement procedures:
     https://www.uta.edu/security/software_procurement/
   - If your requisition is for a third party or cloud service have the vendor complete and provide the required information under section V – Procedure for Vendor or Third Party:
     https://www.uta.edu/security/cloud_procurement/

What do I do if I’ve submitted my request but I’ve not heard back?
Please check the status of your request in Service Now and make sure that tasks have been assigned and you’ve reviewed and answered any questions from OIT and ISO. If you’ve noticed no movement on these reviews please send an email to security@uta.edu (for ISO issues) or accessibility@uta.edu (for OIT/Accessibility issues) and include the request number and software name in the subject line.

What do I do when I’ve received all approvals?
When you’ve received both OIT and ISO (if required) approval in Service Now, attach a .pdf of the approval email from Service Now to your requisition in UTShare and submit your requisition. Your buyer will verify the approvals and then process your request.