

## Technology Contract Guidelines

### Information Technology Services

The University of Nebraska at Kearney requires approval of all contracts for information technology hardware, software, or services by the Assistant Vice Chancellor for Information Technology. Consultation with Information Technology Services (ITS) is recommended prior to the contract stage. ITS can help to determine if a need can be met by existing services or if an outside or new service is a better option.

ITS staff will review contracts to ensure the solution will work with existing services and that the contract terms comply with University of Nebraska policies and guidelines. The review process will look specifically at privacy and security, service levels, annual increases, termination terms, and integration with other NU systems.

The evaluation of the technology, service, and/or contract will include:

- Review of alternatives. Can this be provided internally? Does NU already have a solution? Does the solution integrate with existing services?
- While price is important, so are on-going support costs. Are their on-campus support costs? For hosted services, what are the service levels? What if service levels are not met? Are there backups and a disaster recovery plan? Are there caps on annual increases?
- Are there bandwidth requirements of the service?
- Technology services are often hosted by third parties and may require storage of university data that is not classified as directory information. Additional assurances for data security may be required and a contract addendum, provided by ITS, may be necessary.
- Does the service/applications work with our authentication service?
- What is the term of the contract? Is there a defined exit strategy?
- Is this a reliable vendor? Can the vendor provide evidence of compliance with related laws and regulations?

When the vendor technology or vendor service involves confidential data, the vendor contract must agree to protection of the confidential data. The contract or agreement must:

- acknowledge that access to confidential data exists,
- agree to use confidential data only for purposes of their service,
- agree to return or destroy the data upon termination of the contract or agreement,
- agree to take responsibility for the confidential data and its obligations to protect the confidential data,

- agree to report unauthorized disclosure or misuse of confidential data, and
- comply with Red Flags Rule, when applicable.

The vendor can be asked to sign a UNK Data Security Contract Addendum. In addition, if the vendor has a physical presence on the campus of the University of Nebraska, the vendor can be asked to sign a Memorandum of Understanding with Information Technology Services to identify the responsibilities of each party related to the use of campus technology services and support. Contact Information Technology Services at 865-8950 for additional information on the Contract Addendum and the Memorandum of Understanding.

### **History**

Created - 2016