

Information Technology Services



Standard Operating Procedure

Software Request/Authorization

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1 Procedures

1. Faculty and staff members shall submit a ticket to the Service desk to request a Software Request form and a Vendor form. Once received, the user will fill out the forms, which include the following required information:
 - a. Acknowledgments of the submitter
 - b. Requestor information (name, email, phone, supervisor, etc.)
 - c. Business justification
 - d. Installation details (name, timeline, license count and type, purchase type, location of installation, etc.)
 - e. Software version and publisher
 - f. Website
 - g. Platform type (Cloud-based, Vendor-based, etc.)
 - h. Standard/Regulation type (ISO, NIST, SOC, etc.)
 - i. Link to documentation/source code if open-source
 - j. EULA (End-User License Agreement), terms of services, license agreement, privacy policy, ADA compliance Policy, etc., webpage locations.
 - k. Higher Education Community Vendor Assessment Tool (HECVAT)
 - l. Data collection type and location (if applicable)
2. Before purchasing, acquiring, and downloading software on FTCC systems, the following teams must conduct a risk and security assessment:
 - a. The Information Technology Services (ITS) **Third-party Management Team** will do a preliminary review of the software before forwarding the request to the following teams for security vetting:
 - i. **Networking:** The Network team to look at the software to ensure it will integrate into the environment without breaking anything, and to ensure the software versions are still supported by the vendor.
 - ii. **Cyber Security Team:** The Cyber Security team will evaluate the software for any security vulnerabilities/ Privacy policy concerns and make recommendations
 - b. The CISO will then decide whether to recommend approval or not recommend approval of the software. The CISO will send their recommendation, along with reasoning, to the ITS AVP/CIO to make a final determination.
 - c. If a final determination is made by the ITS AVP/CIO **not to recommend software**, the ITS third-party management team will give potential alternatives to the requester.
 - d. If final **approval is given** by the ITS AVP/CIO, the Software Request Form and Vendor form will be filed with ITS, and final review and approval/disapproval will be sent to the Legal team and Procurement for review and continuation of purchase.

2 Frequency of SOP review

The ITS AVP/CIO and CISO must review standard operating procedures annually, at a minimum. This SOP is subject to revision based on the findings of these reviews.

3 Administrative

This document is owned by ITS, which is responsible for its content and maintenance. For questions or comments, please email prevattt@faytechcc.edu

4 Document review management

This document is subject to periodic review to validate that the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP/CIO for ITS and the CISO for review and comment before adoption.

4.1 Version History

| Version | Version Date | Author | Reason / Comments |
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| 1.0 | 12/5/2023 | Banner C | Document Origination |
| 2.0 | 9/15/2025 | L. Clark | Documentation edits, corrections to formatting, and review and finalization of President edits/feedback |

4.2 Approval History

| Version | Version Date | Name | Title |
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| 5.0 | Click or tap to enter a date. | | |

| Date of last formal review | Reviewer (Name and Title) | Next scheduled formal review | Document approver | Document Owner |
|----------------------------|---------------------------|------------------------------|-------------------|----------------|
| 12/6/2023 | T. Prevatte | 9/15/2025 | T. Prevatte | AVP of ITS |
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