

Department Software Application Service Questionnaire

Software Application Name:	
Is this New Software or request to move existing software installation?	
Software Licensee/Contact Name(s):	
WWU Department:	
WWU Department Technical Contact:	
WWU Department Technical Contact (Secondary):	
WWU Department – Self-support? ___ %	
Vendor Name:	
Vendor Contact:	
Software Application Purpose:	
Scope of users: Single user? Multi-user? External to campus or all within department?	
Does the software package include a server component to operate?	

If no and this is for a single user, desktop application with no sensitive data (FERPA/SSN/credit card processing) to be stored/used attach this questionnaire to purchase form. If server or multi-user or sensitive data is involved, continue.

Will this software application be critical to department operations?	
Will the department continue to function without this software application?	
Can the software application be down for multiple days?	
Data Storage:	
<ul style="list-style-type: none"> • What type of data will be stored on the desktop/server? • Will FERPA data be stored? • Will SSN be stored? • Will payment/credit card information be processed? 	

Hardware/Software Installation	
Where will the application be hosted: vendor site, on-campus?	
If on-campus, does the vendor provide the hardware?	
If off-campus, has the vendor agreed to our confidentiality statement?	
If on-campus and WWU can provide the hardware what are the needed components and configuration? <ul style="list-style-type: none"> • Web Server? MS IIS / Apache? O/S? • Database Server? SQLserver / Oracle? • Fileserver? MS / Novell? 	
Who will maintain the following if not the vendor? Hardware: Dept or ITS? O/S: Dept or ITS? Database Management System: Dept or ITS?	

Database: Dept or ITS?	
Will the server be a part of the WWU Active Directory domain?	
What authentication mechanisms will be used to access this server? LDAP / AD / CAS?	
How will the application be backed up to allow business resumption?	
Will virus protection software, OS and tool updates be maintained? By whom?	

Additional Information:

Consult for Recommendation/Approvals:

Submitter:

Director:

ITS Technical Services Manager:

Director, ADMCS or ATUS: