

Technology Acquisition Policy

January 2024

Purpose:

This policy supplements existing CUNY policies around technology procurement and implementation. It aims to provide a more campus-specific framework and aims to ensure responsible and efficient technology investments that align with the College's strategic goals, academic mission, and administrative needs.

Scope:

This policy applies to the acquisition and implementation of all hardware, software, services, cloud solutions, and technical consulting services used by the college. This includes purchases made by individual departments, faculty, staff, and students.

Policy Statement:

City Tech is committed to leveraging technology to enhance teaching, learning, research, and administrative functions. Technology acquisitions should be:

- Aligned with strategic goals: Investments should support the College's strategic priorities and long-term vision.
- Cost-effective: Technology should be acquired at the best possible value, considering both initial and ongoing costs.
- Secure and compliant: Technologies must meet all relevant data security and privacy regulations.
- Compatible: New technology should integrate seamlessly with existing infrastructure and systems.
- Sustainable: Environmental considerations should be factored into technology choices.

Key principles:

- Centralized planning and coordination: The Office of Computing & Information Services will play a central role in planning, coordinating, and supporting technology acquisition and implementation efforts across the College and with the University.
- Collaboration and communication: Open communication and collaboration between departments and CIS are essential for successful technology adoption.
- Risk management: A proactive approach to risk management will be adopted to identify and mitigate potential risks associated with technology acquisition and implementation.
- Continuous improvement: The College will continuously evaluate and improve its technology acquisition and implementation processes.

Process:

The acquisition process will follow existing departmental-level processes and approvals as well as a tiered approval structure based on technology type and deployment scope. Academic technology should be

- Quote obtained from CIS Networking Team prior to submission into CUNYBuy:
 - Standard technology: Refers to widely used and supported technologies within the organization. Such technology includes technology that has been previously purchased and evaluated by CIS.
- Discussion with CIS Networking prior to submission into CUNYBuy or RF procurement:
 - Emerging technology: Technologies new to the organization, or at early stages of development or with limited track record, will require additional review and approval by the Office of Computing and Information Services.
 - Program-specific: Technology specifically used by a single program or academic department for instructional purposes.
- Proposal submitted to the Office of CIO: A proposal outlining the technology, its intended use, user-base, risk assessment and mitigation strategies.
 - Administrative-Technology: Technology specifically used by a single administrative department or function
 - High-risk profile technologies: Data sensitivity: Technologies processing or storing sensitive or confidential data (e.g., personal information, financial data, intellectual property).
 - Critical infrastructure impact: Technologies impacting critical systems or core operations, causing service disruptions or outages
 - Enterprise-wide: Technology impacting multiple departments/programs requires additional review and approval by the College Chief Information Officer.
 - Integration complexity: Technologies requiring complex integration with existing infrastructure, increasing potential for disruption or incompatibility.

Evaluation Criteria:

When evaluating potential technology solutions, the following factors will be considered:

- Functional requirements: Does the technology meet the specific needs of the department or user group?
- Redundancy and overlap: Is there existing technology on campus that can suit functional needs?
- Cost: Is the technology affordable and does it offer a good return on investment?
- Compatibility: Can the technology integrate with existing systems and infrastructure?
- Security: Does the technology meet all relevant data security and privacy regulations?
- Vendor support: Does the vendor offer adequate support and training?
- Sustainability: Is the technology energy-efficient and environmentally friendly?

Security and Compliance:

All technology acquisitions must comply with relevant data security and privacy regulations. The department procuring the technology in conjunction with the Office of CIS, is responsible for ensuring that all systems continue to meet the college's security standards.

Vendor Management:

CityTech will select vendors based on CUNY Procurement policies and in conjunction with the City Tech Procurement Office. Contracts or Statement of Work with vendors will clearly define the scope of services, pricing, and performance expectations.

Software Licensing:

The college will comply with all software licensing agreements. Open-source software will be considered where appropriate.

Data Management:

The college is committed to responsible data management practices. All technology acquisitions must address data ownership, storage, access controls, and deletion responsibilities.

Sustainability:

The college encourages environmentally responsible technology choices. Energy-efficient equipment and e-waste disposal practices will be prioritized.

Review and Revision:

This policy will be reviewed and revised periodically to reflect changes in technology, regulations, and institutional needs.

Communication and Training:

The college will conduct regular training sessions to educate faculty, staff, and students about this policy and best practices for technology acquisition.