



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™
EL PASO

3RD PARTY APPLICATION PROCUREMENT PROCESS

- What is required to be reviewed?
 - New Purchases and Renewals
 - Software
 - Software as a Service (SaaS)
 - Hardware with associated software
 - Cloud-based Subscriptions
 - New Module to Existing Application

Best Practice Tips

- Get your requests in early
 - Procurement will reject requests that have not been submitted to this process
 - The Contracting Department will also require proof that a request was processed through IT
- Ticket is required for additional purchase of same application
 - Reference previous ticket # for faster processing



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TX-RAMP OVERVIEW

- TX-RAMP: Texas Government Code § 2054.059 mandates that the university only enter or renew contracts (that leverage cloud computing services) that have been TX-RAMP certified
- Cloud computing services are defined as a model for delivering computing services over the internet (the cloud) to offer on-demand access.
 - Creates, processes or stores confidential data or
 - Connects with agency systems or networks that create, process, or store confidential data such that any security incident might affect such systems or networks
- TX-RAMP Certified Cloud Products List: <https://dir.texas.gov/resource-library-item/tx-ramp-certified-cloud-products>



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DEPARTMENT / ADMIN RESPONSIBILITIES

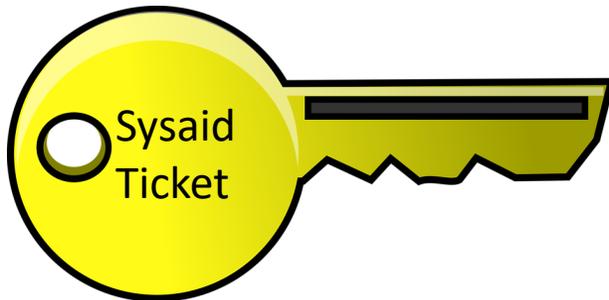
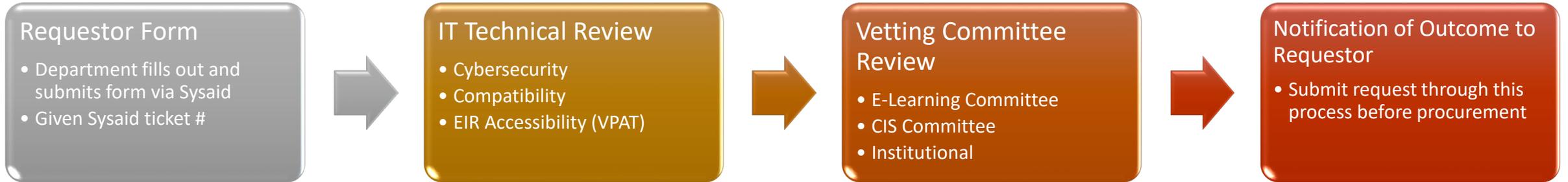
- Obtain following information to fill out 3rd Party Procurement Form:
 - Product Information
 - Justification
 - Financial Data
 - Vendor Contact Information
 - Confirm vendor is TX-RAMP certified for cloud product
 - Voluntary Product Accessibility Template (VPAT) if > \$10,000
 - Submit Form



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WORKFLOW



- Ticket is not complete until “Software Approved” notification is received from Sysaid (next slide)
- Attach Sysaid confirmation to requisition as proof application completed IT approval process



Timestamp: 06/10/2022 08:49:13
From: elp_svc_sysaid@ttuhsc.edu
To: TTUHSC\castane4
CC:
Subject: Service Record #84413: Software Approved
Body:



Dear Jose Castaneda,

Below is a summary of your IT Service Desk ticket:

Ticket Reference Number: 84413			
Name:	TTUHSC\castane4	Telephone:	+19152156120
E-mail:	@ttuhsc.edu	Ticket Type:	Software
Status:	Software Approved	Urgency:	Does not affect job functions
Priority:	Low	Submitted On:	05/05/2022 12:11:08 PM
Title:			
Masked Rider – Microsoft ABC			
Description:			
CAUTION: This email originated from outside of TTUHSC. Do not click links or open attachments unless you recognize the sender and know the content is safe.			
New form data has been submitted to your NextGen Dynamic Forms account. Please log in to view unprocessed forms data.			
Log in to Dynamic Forms< ">https://urldefense.com/v3/__https://dynamicforms.ngwebsolutions.com/casAuthentication.ashx?InstID=17e706f0-f509-491f-892d-b46e8024297a&targetURL=https*3A*2F*2Fdynamicforms.ngwebsolutions.com__;JSU!!!PZU9J6Y!a4LkTJKQWhGwpQmcOxY4X9D1o-qlZ7RoullQYSS33eaV7gMOioHyOUChR4BJQYfnJnFHa8Y5fZjLppFhVkXKU_MTRnFYdg\$>			

To see your tickets, to open new tickets and access the knowledgebase, open the new self-service portal

[Self Service Portal](#)

Best regards,

IT Service Desk

NAVIGATION IN HELP DESK THE SELF-SERVICE PORTAL

Search



Welcome to TTUHSC El Paso Information Technology

Service Catalog >

 Room Reservation Reserve a room through the vEMS system. IE or Firefox are the recommended browsers.	 Event Support Event Support Digital Signage Exam Support 3 Items	 Third Party Application Review Information Technology Procurement Requestor Form
 Box Access Please allow 24-72 hrs. to received an email confirmation from the Help Desk mailbox stating that your account and collaboration folders have been created, before accessing your account.	 Access Admin Rights Distribution List Education Learning Management Access eRaider Functional Mailbox H & S Drive KACE PHI User Data 9 Items	 Clinical Application Support CBIZ Dictionary Requests CBIZ Legacy Request CBIZ Technical Issues CBIZ/EMR Account Deactivation IMS Checkout Informatics 6 Items
 Hardware ... 18 Items	 IT Only Requests IT Administration IT Services Purchase 3 Items	 IT Security Analysis Crowdstrike Decommission Server McAfee Meraki MDM Security Request 6 Items
 Library Support	 Networking	 PMO



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NAVIGATION FROM INFORMATION TECHNOLOGY HOME PAGE

The screenshot shows the website's navigation structure. At the top is a red header with the university logo and a search bar. Below it is a grey navigation bar with links for About, Education, Departments, Research, Texas Tech Physicians of El Paso, and News & Events. A breadcrumb trail shows 'Home > Information Technology'. A left sidebar contains a 'CONTACT HELP DESK' button, a 'Home' link, 'IT Policies', 'IT Store' (highlighted), 'Communication Services', and 'Virtual IT Town Hall'. A central content area features a large server room image with a 'CONTACT HELP DESK' button, 'Home' link, and 'Software'/'Hardware' categories. Below this is a 'Contact Information' section with the help desk number (915-215-4111), email (ELP.HelpDesk@ttuhsc.edu), and hours of operation (Monday to Friday, 7:00 a.m. - 6:00 p.m.). A 'Services' section displays six categories: Information Management Systems, Finance Business Operations, Institutional Technology Services, Network Operations, IT CyberSecurity Office, and Research IT.



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QUESTIONS?

For assistance, please contact:

- IT Help Desk 915-215-4111 or ELP.HelpDesk@ttuhsc.edu
- IT Assurance 915-215-5304 or ELPasolTAssurance@ttuhsc.edu



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