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

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

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

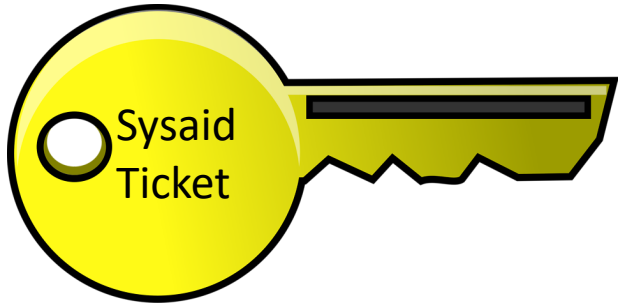
WORKFLOW

Requestor Form
- Department fills out and submits form via Sysaid
- Given Sysaid ticket #

IT Technical Review
- Cybersecurity
- Compatibility
- EIR Accessibility (VPAT)

Vetting Committee Review
- E-Learning Committee
- CIS Committee
- Institutional

Notification of Outcome to Requestor
- Submit request through this process before procurement



- 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:

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™ EL PASO
Information Technology

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__;JSUl!!PZU9J6Y!a4LkTJKQWhGwpQmcOxY4X9D1o-qlZ7RoulIQYSS33eaV7gMOioHyOUCHr4BJQYfnJnFHa8Y5fZjLppFhVkXKU_MTRnFYdg$>

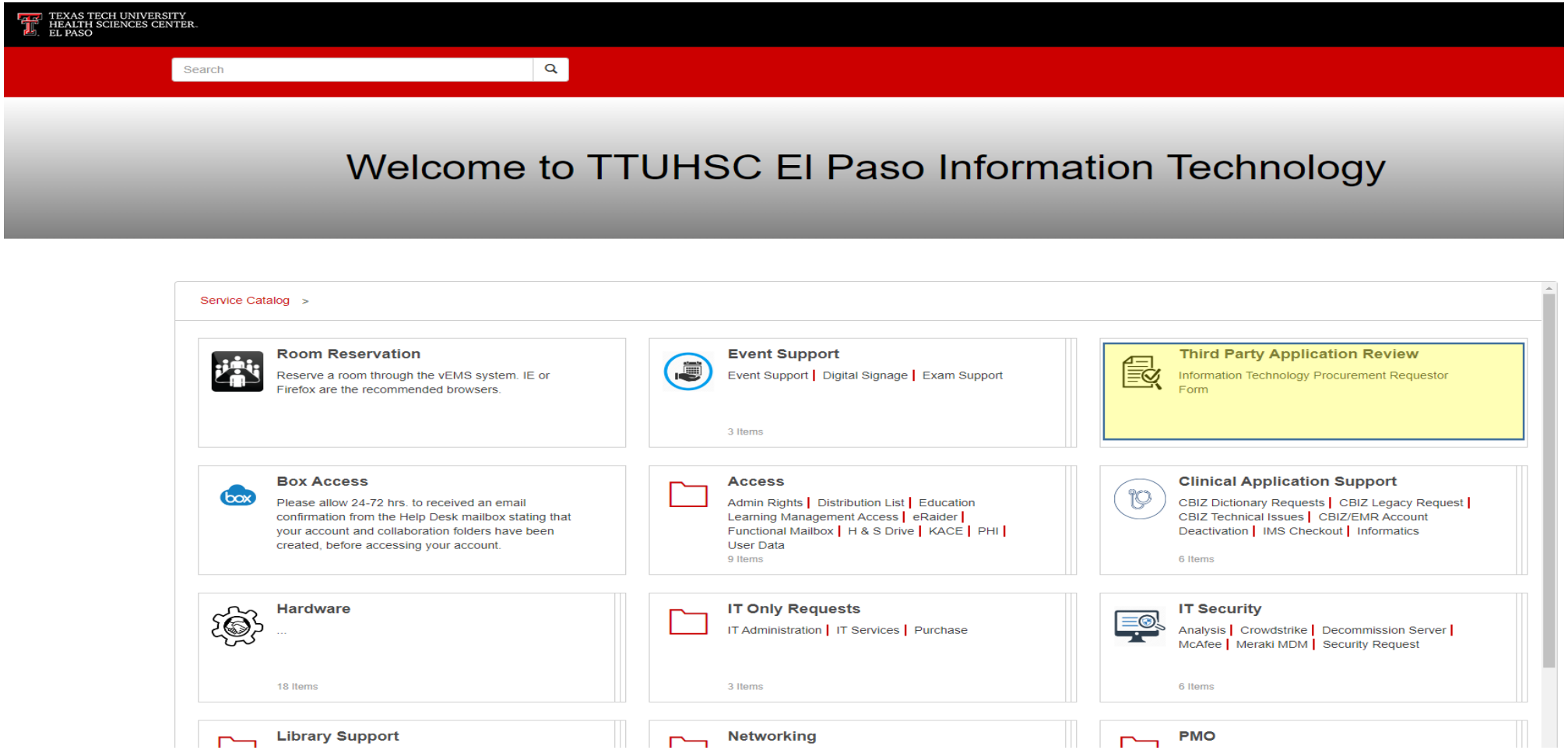
To see your tickets, to open new tickets and access the knowledgebase, open the new self-service portal

Self Service Portal

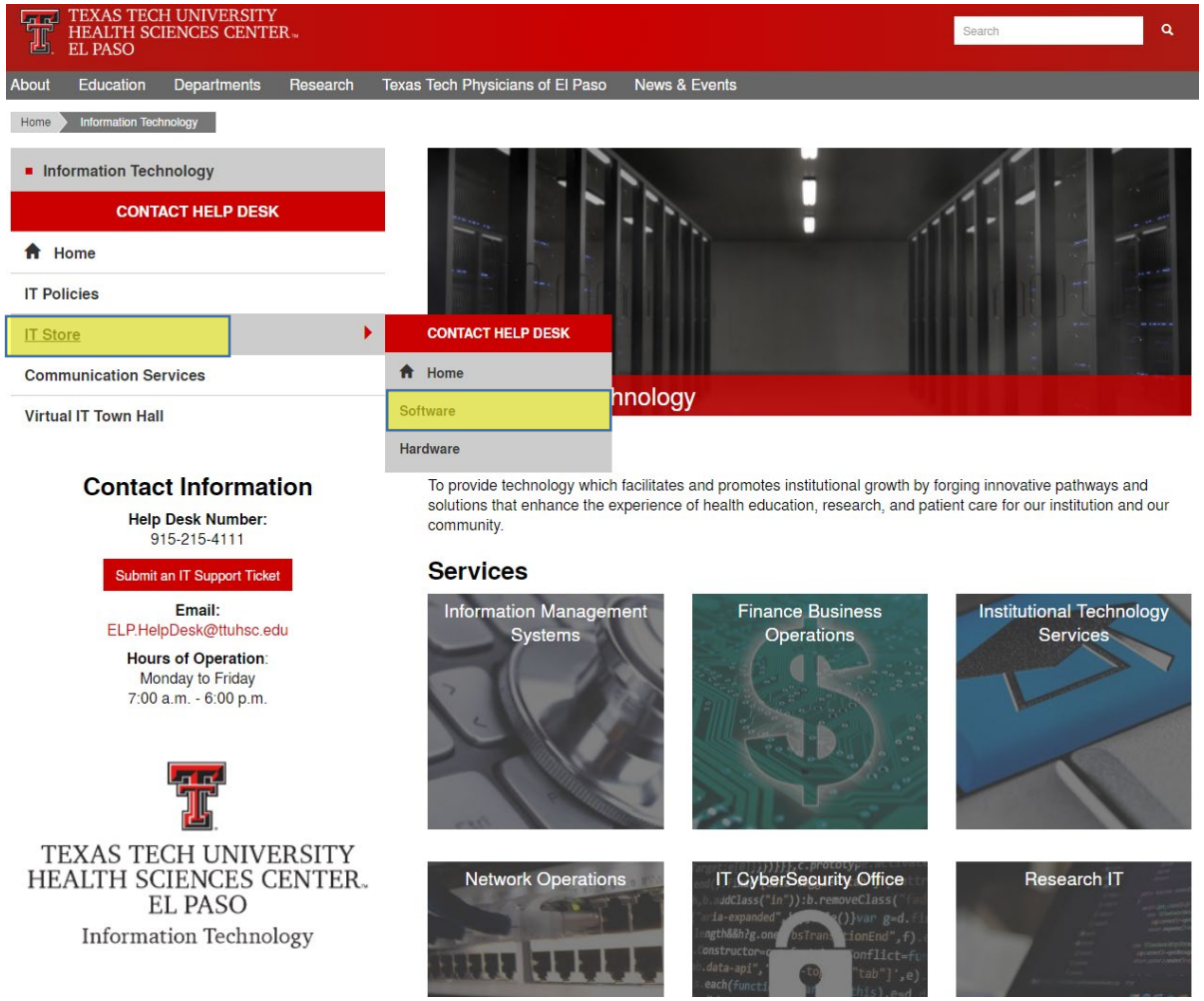
Best regards,

IT Service Desk

NAVIGATION IN HELP DESK THE SELF-SERVICE PORTAL



NAVIGATION FROM INFORMATION TECHNOLOGY HOME PAGE



QUESTIONS?

For assistance, please contact:

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