## Appendix B: Admissions CRM RFP Technical Requirements

|  |  |  |
| --- | --- | --- |
| # | NKU Technical Requirements | Vendor Response |
|  | Provide multiple environments, and the ability to apply configuration changes across or move data among the environments  Minimum of 2 of the following:   * Development * QA * UAT * Production |  |
|  | Security   * User authentication and access control * Protection against unauthorized access * Code hardening and auditing * Malware detection and remediation * External threat such as Distributed Denial of Service (DDoS) defense and remediation * Rights to audit the vendor’s operations and access log information * Physical and personal security * Protection of access by other tenants collocated in the same system * Service provider shall agree to forward unmodified system (and other appropriate) logs to NKU-owned SIEM (Security Information and Event Management) system |  |
|  | Data Governance   * Multi-level access controls for NKU users * API access is secured * Data encryption? * The following are segregated from other company implementations   + NKU Data   + NKU Business rules / configuration   + NKU customizations |  |
|  | Privacy   * Privacy policy in place |  |
|  | Two-way integration   * NKU SAP systems * Automatic Batch or Real Time Integration |  |
|  | Availability   * Provide system availability of 24 hours per day, 7 days a week with a minimum 99% availability rate. * All data is preserved when an upgrade and/or maintenance is performed * Capacity on demand * Provide desired transaction response time |  |
|  | Provide clear design and architecture documentation |  |
|  | Single Sign On capabilities |  |
|  | Availability across multiple devices (e.g. Desktops, iPads, Tablets, etc.) |  |
|  | Browser Compatibility |  |
|  | Update and Release schedules and processes |  |
|  | Response time to regulatory changes (e.g. Test Score formats) |  |
|  | Average Implementation Timeframe |  |
|  | Provide Training, Support and End User Documentation available |  |
|  | Level of Customization/Configuration changes allowed |  |
|  | Describe your ADA Compliance |  |
|  | Describe your FERPA Compliance |  |