## Appendix B: RCM Budget Model Software RFP Technical Requirements

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| # | NKU Technical Requirements | Vendor Response |
|  | Provide multiple environments, and the ability to apply configuration changes across or move data among the environments* Development
* QA
* UAT
* Training
* DR
* Production
 |  |
|  | Usage reporting by user and function |  |
|  | 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
 |  |
|  | 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 with the following, existing, NKU SAP systems* Finance & Budgeting
* Human Resources
 |  |
|  | 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.) |  |