## 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.) |  |