Updated as of Nov 23, 2022

Online Services/Software Request Policy and Procedures

1. Online Service Acquisition Policy:

Online Service Definition:

An online service (free and paid) is any tool or service accessed from the internet through a web browser or browser-based application. A CIA online service provides functionality to accomplish work performed in the service of the Cleveland Institute of Art.

Services that require software installation are covered under the Software policy (see section 2).

The Online Services Department acts as a support and usage consultant for the many online or web-based tools available to CIA faculty, staff, and students.

A function of the Online Services Department is to have awareness and administrative access to all official online services at CIA. Online Services may play various roles related to the services, based on how the service is used by CIA. This access is not to be interpreted as ownership, or as having managerial or financial responsibility for a specific service. At the bare minimum, administrative access provides a "break glass" emergency solution—similar to the cabinet of keys of a facilities manager.

Any online service required for CIA employees or students to perform their work must be approved by the Associate Director of Online Services (ADOS) or the Associate Vice President of Information Systems + Technology. This approval may be requested by logging a support ticket at support.cia.edu.

The ADOS must be provided administrative access to all approved and supported Online Services.

Neither Online Services, nor any IT staff will be expected or required to support unapproved online services. Existing online service accounts that were in place prior to publication of this policy must be reported to the ADOS. Administrative access must also be granted to the ADOS. Administrative account access does not imply ownership of related processes or content used in connection with the service.

No account should be created using a non-CIA provided email address. Existing service accounts must be converted to use a CIA email address.

Services will be assessed based on current applicable security, financial, and accessibility standards.
The request process will include:
- Review of requirements
- Review of current services
- Assessment of service related to current applicable cybersecurity, financial, and accessibility standards (see section 5)

● Decision to adopt the new service or an existing CIA service

The process may be as informal or formal as the project dictates. Written communication should be utilized at all stages to preserve a history of decision making.

Denial of approval for an online service does not remove said service from future consideration.

2. Software Acquisition Policy:

Software Definition:

Applications (free and paid) that require local installation on a laptop, desktop, or server are considered Software. Services with the primary functionality accessed through a browser, but also offers the option of software or mobile app installation, are considered online services (see section 1).

Any software required for CIA employees and students to perform their work must be approved by the respective Faculty Chair, Manager of Technical Services or the Associate Vice President of Information Systems + Technology. This approval may be requested by logging a support ticket at support.cia.edu.

IT staff will not be expected or required to support unapproved software. Unapproved software will be removed from CIA devices upon discovery.

Software required to be installed in computer labs must be requested and approved prior to July 1st to guarantee that the software will be ready to use by the start of classes in the Fall Semester. IT staff will make reasonable accommodations to install/update lab software throughout the academic year. These requests will be handled on an ad hoc basis by the Manager of Technical Services.

Software will be assessed based on current applicable security, financial, and accessibility standards.
The request process will include
- Review of requirements
- Review of currently owned software
- Assessment of software related to current applicable cybersecurity, financial, and accessibility standards (see section 5)
- Decision to adopt the new service or an existing CIA software

The process may be as informal or formal as the project dictates. Written communication should be utilized at all stages to preserve a history of decision making.

Denial for software does not remove said software from future consideration.

3.Online Services and Software Request Process

It is recommended that a faculty/staff member involves a member of Information Technology during department or committee preliminary needs discussions, before selecting an online service or software application. Requests for consultation can be submitted in a support ticket at support.cia.edu.

Trial accounts or demo software may need to be created to facilitate the assessment of a software/service functionality. Trial accounts or demo software should only be used in consultation with IT staff.

4. Payment and account management

Online services and software serving more than one department will be included in the Online Services or Technical Services budget, provided that these services have been approved as a part of the CIA budget process. The budget source for first-year account activation payments will be determined at the time of the approval and account creation. CIA reserves the right to deny reimbursement for unapproved online services and software.

5. Online Service/Software Assessment Criteria

Assessment of Online Services and Software includes the following:
- Non-profit/EDU pricing
- Team management
- License management
- WCAG (current recommended level) compliance
- Cybersecurity via completed HECVAT form
- Does it duplicate functionality already offered in a current CIA Online Service or Software?
- What existing process does it serve?
- Will it replace a service/software or add to the list of services/software?
- Is Data migration expected or required?
- Data processing
- Payment processing
- What process does it support and who is the process owner?
- Is the requesting party the process owner or a representative?

6. Online Service/Software Approval, Account Creation and Installation

The ADOS will work directly with the requesting party to create the newly approved service account.

The Manager of Technical Services will work directly with the requestor to install the software.