## Appendix B: Admissions CRM 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 environmentsMinimum 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 |   |