

# Kentucky Wesleyan College

## Policy & Procedure Manual

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### **Software Review Policy**

**Approval:** Cabinet

**Policy Type:** College

**Policy Owner:** Information Services & Resources

**Responsible Office:** Associate VP for Information Services & Resources

#### **Revision History**

**Approval Date:** 8/6/15

**Modified:**

**Next Review:** 6/18

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### **1. Purpose**

- 1.1. This policy establishes guidelines for the acquisition, implementation, and use of all software intended to interface with the campus ERP (CAMS Enterprise). Its intent is to ensure the highest return on investment in terms of initial and recurring costs, personnel, the sharing of data, and business efficiencies. The goal is to minimize costs while maximizing efficiencies to produce maximum customer service in a dynamic learning environment.

### **2. Scope**

- 2.1. Applies to software acquisitions and utilization by all campus units whether installed on college servers, office computers, or accessed in the cloud, and whether purchased or free. If the software interacts with the campus ERP or relies upon data extracted from the ERP, the potential software is covered by this policy.

### **3. Policy**

- 3.1. It is the policy of Kentucky Wesleyan College to utilize the functionality of its ERP system for all applications when available.
- 3.2. The use of the shared system enhances interoperability and leads to greater efficiencies for student, faculty, and staff as well as improved customer service.
- 3.3. In some cases, the campus ERP may not provide needed functionality or may do so in such a way that proves insufficient for the needs of the campus as a whole or for critical needs of an individual unit. In such cases, exceptions to paragraph 3.1 may be granted by the processes outlined below.

- 3.4. A request for an exception is a non-adversarial discussion (likely over some period of time) between a unit feeling the need for a different solution and the team/governance committee making every effort to understand. The goal is to balance the needs of the unit with those of the campus as a whole.

#### **4. Procedures**

##### **4.1. CAMS Implementation**

- 4.1.1. During the implementation of the CAMS Enterprise ERP, Information Services & Resources will schedule and plan for implementation of functionalities in accordance with the needs of ERP implementation and operating considerations.
- 4.1.2. If a college unit believes that the college as a whole and student users will be better served by an alternative software package, or that CAMS Enterprise lacks functionality critical to the success of the unit's mission, that unit will present to the CAMS Implementation Team the case for use of the alternative software.
- 4.1.3. Following consideration, the CAMS Implementation Team may request additional information but will either accept or reject the exception. If the exception is granted, the Team shall specify conditions which need to be met to ensure interoperability and data availability where needed across the system.
- 4.1.4. If the exception is rejected, the requesting unit may appeal to the Vice President for Academic Affairs.
- 4.1.5. If the Vice President for Academic Affairs confirms rejection of the appeal, the unit may appeal to the President.

##### **4.2. CAMS Governance**

- 4.2.1. Following system implementation, the CAMS Implementation Team will become the CAMS Governance Committee carrying members over from implementation. Among other duties, the committee will be charged with considering all requests for modifications or changes to CAMS Enterprise. In addition, the committee will consider whether enhancement to campus processes can best be handled by improvements or enhancements to CAMS Enterprise or by means of third party software. If the committee determines that third party software offers the most efficacious solution, the committee and the Data Base Analyst will work to ensure that data compatibility is addressed as part of the unit's purchase process.
  - 4.2.2. If the unit disagrees with the committee's determination to disallow the use of third party software, the appeal process outlined in paragraphs 4.1.4 and 4.1.5 will apply.
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