CLOUD / HOSTED / SaaS POLICY

PURPOSE

This Policy and related documents provide a framework to assist in the assessment of potential cloud / hosted / SaaS solutions and arrive at a decision that results in reduced risk to the University and its community.

This Policy aligns with the University's goal to deliver services in the most cost-effective, efficient, convenient and secure manner within the limits of its capacity and resources.

SCOPE

This Policy applies to all areas / departments / faculties at Brock University as well as the Brock community (faculty and staff) [hereafter collectively referred to as "area(s)"] that are considering a cloud / hosted / SaaS solution or have already engaged with a solution for Brock University data or services.

All areas must comply with the University's procurement requirements as part of their consideration of a cloud / hosted/ SaaS solution.

If any provision of this Policy is found to be inconsistent with the provisions of a collective agreement, the collective agreement will prevail, unless the Policy provision is required by law, in which case the Policy provision will prevail.

POLICY STATEMENT

The security of the Brock University environment and the integrity of Brock data in a cloud / hosted / SaaS solution must be paramount at all times.

The risks of utilizing a proposed cloud / hosted / SaaS solution must be explicitly identified and assessed by the area contemplating or engaged in such a solution. The area must work with Information Technology Services ("ITS") to identify, document and assess risks of the proposed solution.

Appropriate controls must be implemented to address key known risks for a cloud / hosted / SaaS solution engaged by any area.

Responsibility

This Policy, including its interpretation and application, is under the jurisdiction of the Associate Vice-President, ITS.

DEFINITIONS[1]

Hosted. The software solution is purchased from a publisher or Value Added Reseller (VAR), and installed at a data center or 'hosting center' set up with owned /leased /financed physical or virtualized servers. There is typically a large upfront software payment, a price for hourly or project-based implementation, possibly an initial provisioning fee from the hosting center and then a monthly fee for the rental/usage of the hosting center's equipment, people and bandwidth.

Cloud Computing. Usually refers to deploying software similar to hosting, but with virtualized servers, potentially over multiple servers in real time according to demand. Servers, communications and messaging capacity, data storage capacity etc. are rented, with charges based on usage.

Software as a Service (SaaS). SaaS is almost always a Web/ HTML-based solution sold on a rental model based on dollars per month and / or per user. SaaS applications are usually 'multi-tenant', i.e., one database shares multiple end-user customers 'partitioned' from each other via a security model in the application, not via separate virtual servers.

COMPLIANCE AND REPORTING

ITS enforces this Policy at all times. Anyone who has reason to suspect a deliberate and / or significant violation of this Policy is encouraged to promptly report it to the ITS Help Desk. Policy violations that come to the attention of the ITS Help Desk will be escalated to the AVP ITS.

Policy violations will be assessed and action taken to remediate the violation, including consequences where appropriate,

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[1] Definitions adapted from http://www.erpsoftwareblog.com/2011/05/cloud-saas-and-hosted-whats-the-difference/

subject to collective agreements and / or other contractual conditions.

The AVP, ITS will provide to the VP Administration a summary of policy violations which may be escalated to SAC and the Executive Team as required.

Policy owner:	Associate Vice-President, Information Technology Services
Authorized by:	Current version: Executive Team Prior versions: Board of Trustees, Capital Infrastructure Committee
Accepted by:	Senior Administrative Council
Effective date:	March 2022
Next review:	March 2024
Revision history:	2020 2019 2018 2017 2016
Related documents:	Access to Information and Protection of Privacy Policy Cloud Hosted SaaS Assessment Questionnaire Procurement Policy