N-TUTORR WP3.2 VIDEO WORKING GROUP

D3.255

Technical solutions procurement and integration guidelines from across the sector

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TU
DUBLIN

OLLSCOIL TEICNEOLAÍOCHTA
BHAILE ÁTHA CLIATH

TECHNOLOGICAL
UNIVERSITY DUBLIN

Institute of
Art, Design +
Technology
Dún Laoghaire

MTU
Ollscoil Teicneolaíochta na Mumhan
Munster Technological University

TUS
Technological University of the Shannon:
Midlands Midwest
Ollscoil Teicneolaíochta na Sionainne:
Lár Tíre Iarthar Láir

1. Introduction

Overview

This document presents a number of key considerations around sector-wide procurement and integration frameworks with respect to video systems and platforms in the Irish higher education system. This has been developed by members of the N-TUTORR WP 3.2 Video Working Group.

Development of the N-TUTORR WP 3.2 Video Working Group procurement and implementation frameworks.

The data in this report was developed by partners of the N-Tutorr project as part of the N-TUTORR WP 3.2 Video Working Group. This "range of specific software solutions and categories" referenced in this report was agreed by the working group and was approved by the N-TUTORR steering group meeting.

The categories agreed are:

- Screen capture software
- Video management software
- Video conferencing software
- Classroom capture software
- Video editing software
- Moving image software
- Immersive video software
- Video analytics software
- XR software

A representative from each Ntutorr partner is a member of the N-TUTORR WP 3.2 Video Working Group and has contributed to this report, comprising 7 HEIs in total:

1. Technological University Dublin (TUD)
2. Munster Technological University (MTU)
3. Technological University of the Shannon (TUS)
4. The Institute of Art, Design and Technology (IADT)
5. Dundalk Institute of Technology (DKIT)
6. Atlantic Technological University (ATU)
7. South East Technological University (SETU)

2. N-TUTORR Partner guidelines and recommendations

Partner guidelines for implementation of video solutions in higher education institutions

A number of guidelines, developed by members of the N-TUTORR WP 3.2 Video Working Group, are outlined below, based around their own experiences in the effective procurement and integration of technical solutions in their organisations, as well as the challenges encountered in rolling out said solutions. For the purposes of this report, the authors (the specific N-TUTORR WP 3.2 Video Working Group members) have been anonymised.

Partner 1

Standard procurement processes for software or digital solutions

The process for acquiring new software or digital solutions involves three main steps:

Step 1: Software Evaluation

- An applicant completes and submits a software or platform request form, approved by their line manager, to the Software Evaluation Committee. This committee, which reports to the IT Governance group, includes members from IT Services, Information Compliance Office, department heads, and other staff.
- The committee meets bi-weekly to assess software solutions and platforms in respect of a number of criteria including technical, licensing, security, data protection and value for money.

Step 2: Data Protection Impact Assessment (DPIA)

- If the software request passes the initial evaluation, it may undergo a DPIA, especially if it involves processing personal data. This assessment examines GDPR compliance, data processing methods, and data storage location.
- The request must pass all criteria to be approved for use.

Step 3: Procurement

- Once the request clears both evaluations, it moves to the procurement stage where the most appropriate procurement method is followed leading.

This process ensures that new software meets technical requirements, aligns with data protection standards, and is procured in the correct manner. For large-scale systems, a dedicated project team may be formed to manage the installation and implementation process.

Standard process for integrating new software solutions

Assuming a typical needs analysis, evaluation & selection processes, software evaluation committee assessment and procurement process are completed then the following steps come next;

1. Implementation and Integration: Technical setup, single sign-on integration, data migration (if necessary), and user acceptance testing on a test environment followed by full implementation on the live system. If the scale of the project is large enough, a

dedicated project manager and implementation team may be appointed to the project.

2. Training and Support: Comprehensive training to staff and students on how to use the new software effectively. Offer ongoing support, documentation, and FAQs to address any questions or challenges.

3. Evaluation and Refinement: Gather feedback from users to assess the software's effectiveness and identify areas for improvement.

Additional policies/ processes associated with implementing new software solutions

The provision of Business Continuity Plans for any new cloud software solutions is one of the technical criteria that is assessed by the IT function. As mentioned previously any new software request is subject to the scrutiny of the information compliance office guided by the Data Protection Policy. The following is an excerpt from the policy which deals with DPIA. "A Data Protection Impact Assessment (DPIA) is designed to assist the University in assessing the risks associated with data processing activities that may pose a high risk to the rights and freedoms of individuals and is a requirement of the GDPR.

A Data Protection Impact Assessment (DPIA) is a process whereby potential privacy issues and risks are identified, examined and assessed to enable the University to evaluate and address the likely impacts of new initiatives and put in place appropriate measures to minimise or reduce the risks (including non‑implementation). Data Protection Impact Assessments are required under GDPR under certain circumstances including:

- When the processing of personal data may result in a high risk to the rights and freedoms of a data subject
- Processing of large amounts of personal data,
- Processing of special categories of personal data,
- Where there is automatic processing/profiling

Faculties and Functions are required to conduct a Data Protection Impact Assessment (DPIA) where appropriate and then consult with the DPO

Partner 2

For a purchase in the 'digital' category, a thorough needs analysis is completed by key stakeholders. Initially, the HEANet's brokerage agreement is engaged to determine framework and purchasing options that may have already been negotiated at a national level. The IT manager is also contacted around any key purchase. Complementing this initial analysis, is a reference to our Corporate Procurement Plan to ensure policy is adhered to (for example >50k orders would require an eTender process to be enacted locally with the support of our procurement division). Depending on the outcome of the above steps, and to meet the Institute's need, potential solutions are then explored by a group of relevant key stakeholders – which often includes IT representation.
Where required, suppliers are contacted at this point with details/specifications of local needs, criteria, and asked to provide a quotation and/or a demo account where possible. In particular cases, a wider evaluation team is compiled locally to support reviewing the demo platform or software (or hardware depending on the purchase). Following a consensus being reached across the group (via an independent and robust scoring process), a provider is identified that best meets the Institute's needs, the selection criteria, and provides value for money. To further support the process, we have template forms in its corporate procurement plan which are completed and submitted as part of the ordering process (price must be 50% of the selection criteria in this form, with other categories selected accordingly). Digital software and hardware are initially ordered via 'IT Requisitions' which allows IT to be aware of, and review, all such purchases. The procurement office also supports throughout.

Standard process for integrating new software solutions

In relation to any update to our VLE (Moodle), several key stakeholders are involved. For example, our CELT department, IT department and other key people in this area are involved. There is also a preferred provider (identified via a tendering process) in place to support updates to Moodle. Locally, the IT department has a dedicated IT VLE technician who supports the campus community around this body of work, and works closely with Management in the CELT department also. Hence, integrating

software in the VLE is a multi-stakeholder process. Note, specific academics or management may also be involved depending on the software solution under consideration. On a broader level, for any software platform, a multi-stakeholder approach is employed, and IT would be involved throughout. The IT Manager also maintains a log of software platforms/licences to reduce any potential downtime and to manage budgeting, while the procurement office maintains all ongoing contracts. Data Protection would also be engaged with, depending on the purchase, or platform.

Additional policies/ processes associated with implementing new software solutions

Our DPO is engaged in particular situations involving digital platforms. This provides the team with the necessary expertise to ensure GDPR, data protection and retention is considered, and adhered to. This input also assists in generating any user guidance and required text around consent. Connections across HEIs add yet another additional support, as in some cases they may have travelled a particular path before and are able to advise and support. By adhering to these policies and procedures, we ensure that the integration of new software solutions is informed, and aligns with legal requirements and institutional standards, all safeguarding data privacy and system integrity. Any maintenance is carried out at 'quiet times' and all stakeholders are informed well in advance to minimise any disruption. Implementation of new platforms generally entails some staff onboarding or training sessions, which are regularly supported by our CELT department (in relation to moodle, or teaching and learning platforms).

Partner 3

Standard procurement processes for software or digital solutions

This is done through a RFQ or RFT.

Standard process for integrating new software solutions

Firstly, research is done into what is available and who is using what software. If possible, other institutes are visited for feedback and demonstrations.
ICT services are consulted as early as possible to establish whether they can support what we are potentially looking for. Providers of new software often give us a free demonstration account to assess the software's usability, functionality and security. We assess what we have or don't have against the new software's deliverables & purpose and then evaluate our needs, demands and shortcomings accordingly. Then we carry out a cost-benefit analysis: what are the immediate financial costs and what are the long-term costs, and are they sustainable?

Additional policies/ processes associated with implementing new software solutions

- DPIA, GDPR are always central.
- We aim for a minimum of a three year warranty on goods and services.
- We make sure that data can be transferred as quickly as possible back to us should a contract come to an end. If possible we try to also store data locally.
- We insist that problems are noted and actioned (not necessarily resolved) within four hours of communication.

Partner 4

Standard procurement processes for software or digital solutions

There is a defined Audio/Visual purchasing framework with a named supplier. Once a solution is identified, a quote is all that is required for the purchase to be made and it is progressed through the purchasing process, eliminating the need for an extended procurement process.

Standard process for integrating new software solutions

Software solutions that integrate into the VLE (Moodle) are brought to the Digital Technologies Working Group, a sub-committee of Academic Council. This has

representatives from key stakeholder groups (e.g. Teaching & Learning, Technical, Library, Academic) and is coordinated from there.

Additional policies/ processes associated with implementing new software solutions

The DPIA is the key process that is undertaken prior to, or during the purchasing process. Other technical considerations are covered via the SLA with the vendor.

Partner 5

Standard procurement processes for software or digital solutions

Following the initial agreement on proceeding with a specific technology or system, a clear series of steps are pursued.

- Evaluation of Application: This involves consultations with various stakeholders including the platform vendor, Digital Learning functions, IT Services and the Office for External Affairs to ensure compliance and suitability.
- Data Protection Impact Assessment (DPIA): Successful applications must undergo a DPIA to evaluate data privacy and security impacts. This process is a process designed to help the university analyse, identify, and minimise the data protection risks of a new process or technology. This assessment is particularly crucial when new data processing activities could pose a risk to individuals' privacy rights and freedoms.
- Procurement and Cost Evaluation: If the tool involves significant costs, a formal procurement process is required. This includes a review of accumulated costs over subsequent years, the number of active users, and licence terms to ensure cost-effectiveness.

Standard process for integrating new software solutions

- Pilot: Depending on the evaluation's outcome, a pilot phase occurs, typically lasting at least one full semester. This phase is important for gathering relevant test data and user feedback.

- LTI Rollout: Once all previous stages—including application evaluation, piloting, and DPIA—are completed successfully and receive formal approval, the tool may be authorised for localised or wider rollout across the university

Additional policies/ processes associated with implementing new software solutions

N/A

Additional partner recommendations for frameworks related to technical procurement and integration

In addition to the models outlined earlier in this report, members of the N-TUTORR WP 3.2 Video Working Group were asked about models or frameworks which they have found to be (or feel may potentially be) useful in the procurement and integration of new software. For the purposes of this report, the authors (the specific N-TUTORR WP 3.2 Video Working Group members) have been anonymised.

Partner 2

Policy document, resource, etc	What have you found useful about this?
HEANet Brokerage agreement	https://www.heanet.ie/brokerage
OCRE Framework	https://www.ocre-project.eu
Chest agreement	https://www.chest.ac.uk/agreements
HEAnet Store for staff and students	https://www.heanet.ie/store

Partner 3

Policy document, resource, etc.	What have you found useful about this?
we use these frameworks to inform how we use and implement technology	DigComp: https://joint-research-centre.ec.europa.eu/scientific-activities-z/education-and-training/digital-transformation-education/digital-competence-framework-citizens-digcomp/digcomp-framework_en
Professional Development Framework for Educators	https://hub.teachingandlearning.ie/resource/national-professional-development-fr

	amework-for-all-staff-who-teach-in-higher-education/
	https://joint-research-centre.ec.europa.eu/greencomp-european-sustainability-competence-framework_en

Partner 5

Policy document, resource, etc.	What have you found useful about this?
Digital Competence Framework for Educators (DigCompEdu)	https://joint-research-centre.ec.europa.eu/digcompedu_en
Department of Education and Skills Procurement Policy	https://www.gov.ie/pdf/?file=https://assets.gov.ie/27314/36695cbebff24fa08d83fef4e196e5e9.pdf#page=null
HEANet Brokerage agreement	https://www.heanet.ie/brokerage