Software Ordering Workflow

**CUSTOMER**
- Fills out and submits the ServiceNow request form

**INSTRUCTION**
- Is this SW for Instructional use?
  - **YES**: AET evaluates request
  - **NO**: SNOW: Send notification to requestor that reviewed by AET

**PRIVACY OFFICER**
- Review Request
- Does this require an Appendix GDPR?
  - **YES**: Fill out and attach Appendix GDPR
  - **NO**: SNOW: Send notification of attached Appendix DS to: PO, Erin, AET, CISO

**CISO**
- Review Request
- Does this require an Appendix DS?
  - **YES**: Assign to the ticket level/Class, Institution Data Elements, Institution Regulation Information for Appendix DS (Exhibit 1, Section 1.3)
  - **NO**: SNOW: Send notification of attached Appendix DS to: PO, Erin, AET, CISO

**PROCUREMENT**
- Review the ticket for PII/Data and/or Storage
- Does this require the PO & CISO to review?
  - **YES**: \[Decision Points](#)
  - **NO**: SNOW: Send notification of attached Appendix DS to PO, Erin, AET, CISO

**CBS2**
- Determine Cyber Security Insurance — refer to T&C Ins rates (Section 9) based on Appendix DS Priority
- Contract Vendor for Certificate of Insurance (COI)
- CDI Approved?
  - **YES**: Order Software
  - **NO**: Verify all req documents are attached
- CANCEL TICKET

**SNOW**
- Send notification to requestor that reviewed by AET
- Faculty accepts recommendations
- Faculty responds
- CANCEL TICKET