

# Service Review Form

Name of Service: Product X	
Requestor (Person / Dept):	Date:
Brief Description of the scope of use:  Product X is a cloud platform for storing and sharing files. This service would be used by UAS students and faculty for storing and sharing content.	

	<b>Degree of concern</b>			
	<i>None</i>	<i>Some</i>	<i>Major</i>	<i>N/A</i>
<b>Contractual Review</b>				
Terms and Conditions	x			
End User Licensing Agreement	x			
Privacy Policy	x			
Licensing		x		
Comments: Detailed Terms, Privacy and Security policies are provided via the website.  Licensing. Paid service.				

	<b>Degree of concern</b>			
	<i>None</i>	<i>Some</i>	<i>Major</i>	<i>N/A</i>
<b>Compliance</b>				
UA Records Retention		x		
UA Policy and Regulations		x		
FERPA		x		
HIPAA				x
PII		x		
Export Controls	x			
Comments: UA does not have the ability to control access to the data. Any collection and storage of student data (FERPA, PII) stored in the cloud service increases risk to UA.  Ways to mitigate: * Do not collect or store any FERPA or PII information.				

	<b>Degree of concern</b>			
	<i>None</i>	<i>Some</i>	<i>Major</i>	<i>N/A</i>
<b>Functionality, Support, and Management</b>				
User Support & Training	x			
Accounts & Authentication		x		
Integration and Interoperability				x
Classroom Management				x

Role Changes	x			
Comments: No integration (no SSO) with UA logins is available. Accounts are manually managed which includes deprovisioning accounts and access to those who no longer have a business need.				

	<i><b>Degree of concern</b></i>			
Service Portfolio	<i>None</i>	<i>Some</i>	<i>Major</i>	<i>N/A</i>
Alignment	x			
Comments: Google Drive is a product that already exists and may provide the needed functionality. Google also utilizes the UA credential.				

Recommended next steps:

Assess the need for each data element collected and stored by the cloud service.

Investigate if Google Drive would meet the user's needs.