

Digital Infrastructure and Landscape  
Survey

# IT Infrastructure and Information Security

June 2023

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## Introduction

### Digital Infrastructure Landscape Survey

Welcome to the inaugural Institution Digital Infrastructure Landscape Survey of Texas launched by the Texas Higher Education Coordinating Board's (THECB) Learning Technology Advisory Committee (LTAC). The goal of this survey is to gain a comprehensive overview of the digital infrastructure supporting your campuses to inform future resource, program, and service development for Texas institutions. The information provided by your institution will guide the strategic design of a shared digital space that will facilitate collaboration between institutions with similar structures, promote valuable sharing of experiences and digital resources, and leverage institutional expertise to strengthen community efforts across the state.

The Institutional Digital Infrastructure Landscape Survey of Texas contains three sections:

- **Administrative & Business:** Relates to vendors that automate, improve efficiencies, and measure the effectiveness of administrative business processes.
- **Teaching, Learning, & Collaboration:** Relates to vendors that provide instructional technology and resources that directly support teaching and learning.
- **IT Infrastructure and Information Security:** Relates to vendors that support the operation and management of the enterprise IT environment, security, data integrity, and compliance.

This survey link is for the **IT Infrastructure and Information Security** section of the survey. During this survey, you will be asked about the indicated subcategories below, and the primary vendor product that your institution utilizes for each.

Subcategory	Definition	Example Vendors
<b>Data Center Services</b>	Vendor that supports strategy, planning, architecture, and operation of physical and virtual data centers, including on-premises, remote, and cloud-based data centers	<ul style="list-style-type: none"> <li>• Cisco Systems</li> <li>• Cyxtera Technologies</li> <li>• Equinix</li> <li>• Iron Mountain</li> </ul>
<b>Network &amp; Connectivity Management</b>	Vendor that supports the architecture, installation, and operation of infrastructure for network connectivity	<ul style="list-style-type: none"> <li>• Aruba Network (HPE)</li> <li>• Cisco Systems</li> <li>• Extreme Networks</li> <li>• Juniper Networks</li> </ul>
<b>Identity &amp; Access Management</b>	Vendor that supports identity and access management, including accounts, authentication, access, and role-based permissions	<ul style="list-style-type: none"> <li>• CyberArk</li> <li>• DuoSecurity</li> <li>• ForgeRock</li> <li>• Microsoft Azure Active Directory</li> <li>• Okta</li> <li>• Ping Identity</li> </ul>
<b>Hardware Lifecycle Services</b>	Vendor that supports purchasing consultation, hardware procurement, device refresh, leasing, and technology recycling	<ul style="list-style-type: none"> <li>• Apple</li> <li>• CDW</li> <li>• Dell</li> <li>• HP</li> <li>• Insight</li> <li>• Lenovo</li> </ul>
<b>Database</b>	Vendor that provides administration of physical	<ul style="list-style-type: none"> <li>• Amazon Web Services</li> </ul>

<b>Management</b>	and virtual databases.	<ul style="list-style-type: none"> <li>• IBM</li> <li>• Microsoft</li> <li>• Oracle</li> <li>• SAP</li> </ul>
<b>Software &amp; Applications Distribution</b>	Vendor that supports the distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers	<ul style="list-style-type: none"> <li>• Flexera</li> <li>• IBM BigFix</li> <li>• Ivanti</li> <li>• Jamf</li> <li>• KACE</li> <li>• Microsoft</li> </ul>
<b>Desktop &amp; Mobile Device Support</b>	Vendor that provides support and/or management of end-point devices including laptops, desktops, and mobile devices	<ul style="list-style-type: none"> <li>• Apple</li> <li>• Dell</li> <li>• HP</li> <li>• Insight</li> <li>• Lenovo</li> </ul>
<b>IT Service Delivery &amp; Support</b>	Vendor that supports IT Service Management including service desks and online support delivery	<ul style="list-style-type: none"> <li>• BMC Software</li> <li>• CDW</li> <li>• Presidio</li> <li>• ServiceNow</li> <li>• Unisys</li> </ul>
<b>Training and Outreach</b>	Vendor that provides development, delivery, or coordination of end-user technology training for applications and systems	<ul style="list-style-type: none"> <li>• Blackboard (Anthology)</li> <li>• CampusWorks</li> <li>• EdTechTeam</li> <li>• Ellucian</li> </ul>
<b>Secure Computing</b>	Vendor that enables a secure computing environment for end users including network security, system security, application security, and threat monitoring and management	<ul style="list-style-type: none"> <li>• Cisco</li> <li>• Fortinet</li> <li>• Palo Alto Networks</li> <li>• Sophos</li> <li>• Symantec (now Norton LifeLock)</li> </ul>
<b>Security Incident &amp; Response</b>	Vendor that responds to, remediates, and seeks to prevent security incidents and vulnerabilities.	<ul style="list-style-type: none"> <li>• Carbon Black (VMWare)</li> <li>• CrowdStrike</li> <li>• IBM Security</li> </ul>
<b>Security Policy &amp; Compliance</b>	Vendor that provides a platform for managing institutional policy or compliance guidelines and requirements	<ul style="list-style-type: none"> <li>• MetricStream</li> <li>• OneTrust</li> <li>• Qualys</li> <li>• RSA Security</li> <li>• ServiceNow</li> </ul>
<b>Mass Communications &amp; Emergency Notifications</b>	Vendor that provides any of the following communication services: campus alert systems, broadcast email and text messaging, electronic newsletter distribution, enterprise mailing list management, and digital signage	<ul style="list-style-type: none"> <li>• Alertus</li> <li>• Blackboard (Anthology) Mass Communications</li> <li>• Everbridge</li> <li>• Informacast</li> <li>• Omniliert</li> <li>• Rave Mobile Safety</li> </ul>
<b>Email</b>	Vendor that provides a platform for email, electronic messaging, information sharing, productivity, and integrated collaboration	<ul style="list-style-type: none"> <li>• Dropbox</li> <li>• Google Suite</li> <li>• Microsoft Office 365</li> </ul>

		<ul style="list-style-type: none"> <li>• Slack</li> </ul>
<b>Tele-conferencing</b>	Vendor that provide teleconferencing, and web conferencing hosted either in cloud or on-premises	<ul style="list-style-type: none"> <li>• Blackboard Collaborate</li> <li>• Cisco</li> <li>• Google Hangout</li> <li>• Microsoft Teams</li> <li>• Webex</li> <li>• Zoom</li> </ul>
<b>Telephones</b>	Vendor that supports strategy, planning, architecture, and operation of physical and virtual data centers, including on-premises, remote, and cloud-based data centers	<ul style="list-style-type: none"> <li>• Avaya</li> <li>• Mitel</li> <li>• Poly</li> </ul>

For each primary vendor, the survey will ask multiple choice questions related to pricing, support, implementation, and collaboration.

If your institution does not use a third-party vendor in that subcategory, there will be an option to indicate that you use a custom in-house built system, no vendor product, or any other tool that you may use by indicating 'Other'.

You will also have the opportunity to indicate any additional systems that you use, but you will only answer the multiple-choice questions for the primary vendor indicated.

The survey will launch on **06/27/2023** and close on **07/21/2023**. Thank you in advance for your time and partnership completing this important survey.

Please select the institution you are representing in this form:

Provide your first name:

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Provide your last name:

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Provide your position title?

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## Data Center Services

Definition: Vendors that support strategy, planning, architecture, and operation of physical and virtual data centers, including on-premises, remote, and cloud-based data centers

Example Vendors: Cisco Systems, Cyxtera Technologies, Equinix, Iron Mountain

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Please identify the primary vendor product utilized by the institution.

- Cisco Systems
  - Cyxtera Technologies
  - Equinix
  - Iron Mountain
  - Custom in-house built system
  - None (Institution does not utilize any Data Center Services vendor product.)
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Data Center Services.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Data Center Services.
- 

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Data Center Services.
-

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Data Center Services.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Data Center Services.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 year	more than 10 years ago	I don't know	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Data Center Services.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Data Center Services.

Identify any additional Data Center Services vendor products that are utilized by your institution.

- Cisco Systems
- Cyxtera Technologies
- Equinix
- Iron Mountain
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

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Please share any information about Data Center Services and/or the additional vendor product utilized by your institution.

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## Network & Connectivity Management

Definition: Vendors that support the architecture, installation, and operation of infrastructure for network connectivity.

Example Vendors: Aruba Network (HPE), Cisco Systems, Extreme Networks, Juniper Networks

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Please identify the primary vendor product utilized by your institution.

- Aruba Network (HPE)
  - Cisco Systems
  - Extreme Networks
  - Juniper Networks
  - None (Institution does not utilize a Network & Connectivity Management vendor product.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

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Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not use a vendor product for Network & Connectivity Management.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not use a vendor product for Network & Connectivity Management.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not use a vendor product for Network & Connectivity Management.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not use a vendor product for Network & Connectivity Management.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not use a vendor product for Network & Connectivity Management.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not use a vendor product for Network & Connectivity Management.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not use a vendor product for Network & Connectivity Management.

Identify any additional Network & Connectivity Management vendor products that are utilized by your institution.

- Aruba Network (HPE)
- Cisco Systems
- Extreme Networks
- Juniper Networks
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about Network & Connectivity Management and/or the additional vendor product utilized by your institution.

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## Identity & Access Management

Definition: Vendor that supports identity and access management, including accounts, authentication, access, and role-based provisioning.

Example Vendors: CyberArk, DuoSecurity, ForgeRock, Microsoft Azure Active Directory, Okta, Ping Identity

Please identify the primary vendor product utilized by the institution.

- CyberArk
- DuoSecurity
- ForgeRock
- Microsoft Azure Active Directory
- Okta
- Ping Identity
- Custom in-house built system
- None (The institution does not utilize a vendor product for Identity & Access Management.)
- Other

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

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**Please fill out the following questions for the product provided by the primary vendor selected above.**

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Identity & Access Management.

Would your institution benefit from collective purchasing arrangements?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Identity & Access Management.

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Identity & Access Management.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Identity & Access Management.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Identity & Access Management.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Identity & Access Management.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Identity & Access Management.

Identify any additional Identity & Access Management vendor products that are utilized by your institution.

- CyberArk
- DuoSecurity
- ForgeRock
- Microsoft Azure Active Directory
- Okta
- Ping Identity
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

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Please share any information about Identity and Access Management and/or the additional vendor product utilized by your institution.

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## Hardware Lifecycle Services

Definition: Vendors that support Purchasing consultation, hardware procurement, device refresh, leasing, and technology recycling.

Example Vendors: Apple, CDW, Dell, HP, Insight, Lenovo

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Please identify the primary vendor product utilized by the institution.

- Apple
  - CDW
  - Dell
  - HP
  - Insight
  - Lenovo
  - Custom in-house built system
  - None (The institution does not utilize a vendor product for Hardware Lifecycle Services.)
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Hardware Lifecycle Services.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Hardware Lifecycle Services.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Hardware Lifecycle Services.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Hardware Lifecycle Services.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Hardware Lifecycle Services.
-

To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ag	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Hardware Lifecycle Services.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Hardware Lifecycle Services.

Identify any additional Hardware Lifecycle Services vendor products that are utilized by your institution.

- Apple
- CDW
- Dell
- HP
- Insight
- Lenovo
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about Hardware Lifecycle Services and/or the additional vendor product utilized by your institution.

---

## Database Management

Definition: Vendor that provides administration of physical and virtual databases.

Example Vendors: Amazon Web Services, IBM, Microsoft, Oracle, SAP

---

Please identify the primary vendor product utilized by the institution.

- Amazon Web Services
  - IBM
  - Microsoft
  - Oracle
  - SAP
  - None (The institution does not utilize a vendor product for Database Management.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Database Management.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Database Management.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Database Management.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Database Management.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Database Management.
-

To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Database Management.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Database Management.

Please identify any additional Database Management vendor products utilized by the institution.

- Amazon Web Services
- IBM
- Microsoft
- Oracle
- SAP
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

Please share any information about Database Management and/or the additional vendor product utilized by your institution.

---

## Software & Applications Distribution

Definition: Vendor that supports the distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers

Example Vendors: Flexera, IBM BigFix, Ivanti, Jamf, KACE, Microsoft

---

Please identify the primary vendor product utilized by the institution.

- Flexera
  - IBM BigFix
  - Ivanti
  - Jamf
  - KACE
  - Microsoft
  - None (The institution does not utilize a vendor product for Software and Applications Distribution.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Software and Applications Distribution.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Software and Applications Distribution.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Software and Applications Distribution.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Software and Applications Distribution.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Software and Applications Distribution.
-

To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Software and Applications Distribution.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Software and Applications Distribution.

Identify any additional Software and Application Distribution vendor products that are utilized by your institution.

- Flexera
- IBM BigFix
- Ivanti
- Jamf
- KACE
- Microsoft
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about Software and Application Distribution and/or the additional vendor product utilized by your institution.

---

## Desktop & Mobile Device Support

Definition: Vendor for end-point devices including laptops, desktops, mobile devices, and related peripherals that are not in the printing service.

Examples: Apple, Dell, HP, Insight, Lenovo

---

Please identify the primary vendor product utilized by the institution.

- Apple
  - Dell
  - HP
  - Insight
  - LenovoCustom in-house built system
  - None (The institution does not utilize a vendor product for Desktop & Mobile Computing.)
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Desktop and Mobile Computing.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Desktop and Mobile Computing.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Desktop and Mobile Computing.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand
  - We have a need, but do not plan to expand
  - No, we do not intend to expand
  - I don't know.
  - We do not utilize a vendor product for Desktop and Mobile Computing.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Desktop and Mobile Computing.
-

To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Desktop and Mobile Computing.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Desktop and Mobile Computing.

Identify any additional Desktop & Mobile Device Support vendor products that are utilized by your institution.

- Apple
- Dell
- HP
- Insight
- Lenovo
- Custom in-house built system
- We do not utilize an additional vendor product
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

---

Please share any information about Desktop and Mobile Device Support and/or the additional vendor product utilized by your institution.

---

## IT Service Delivery & Support

Definition: Vendor that supports IT Service Management including service desks, and online support delivery

Example Vendors: BMC, CDW, Presidio, ServiceNow, Unisys

---

Please identify the primary vendor product utilized by the institution.

- BMC Software
  - CDW
  - Presidio
  - ServiceNow
  - Unisys
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
- 

At what level is the software licensed?

- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.

Identify any additional IT Service Delivery & Support vendor products that are utilized by your institution.

- BMC Software
- CDW
- Presidio
- ServiceNow
- Unisys
- We do not utilize an additional vendor.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about IT Service Delivery & Support and/or the additional vendor product utilized by your institution.

---

## Training & Outreach

Definition: Vendor for developing, delivering, or coordinating end-user technology training for applications and systems.

Example Vendors: CampusWorks, Ellucian, EdTechTeam

---

Please identify the primary vendor product utilized by the institution.

- CampusWorks
  - Ellucian
  - EdTechTeam
  - None (The institution does not utilize a vendor product for Training & Outreach.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Training & Outreach.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Training & Outreach.
- 

At what level is the software licensed?

- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Training & Outreach.

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Training & Outreach.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Training & Outreach.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Training & Outreach.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Training & Outreach.

Identify any additional Training and Outreach vendor products that are utilized by your institution.

- CampusWorks
- Ellucian
- EdTechTeam
- We do not utilize an additional vendor.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about Training and Outreach and/or the additional vendor product utilized by your institution.

---

## Secure Computing

Definition: Vendor for providing a secure computing environment for end users including network security, system security, application security, and threat monitoring and management.

Example Vendors: Cisco, Palo Alto Networks, Symantec (now Norton LifeLock), Sophos, Fortinet

---

Please identify the primary vendor product utilized by the institution.

- Cisco
  - Palo Alto Networks
  - Symantec (now Norton LifeLock)
  - Sophos
  - Fortinet
  - None (The institution does not utilize a vendor product for Secure Computing.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor for Secure Computing.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor for Secure Computing.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor for Secure Computing.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand
  - We have a need, but do not plan to expand
  - No, we do not intend to expand
  - I don't know.
  - We do not utilize a vendor for Secure Computing.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor for Secure Computing.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor for Secure Computing.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor for Secure Computing.

Identify any additional Secure Computing vendor products that are utilized by your institution.

- Cisco
- Palo Alto Networks
- Symantec (now Norton LifeLock)
- Sophos
- Fortinet
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

---

Please share any information about Secure Computing and/or the additional vendor product utilized by your institution.

---

## Security Incident & Response

Definition: Vendor that responds to, remediates, and seeks to prevent security incidents and vulnerabilities.

Example Vendors: Carbon Black (VMWare), CrowdStrike, IBM Security

---

Please identify the primary vendor product utilized by the institution.

- Carbon Black (VMWare)
  - CrowdStrike
  - IBM Security
  - None (The institution does not utilize a vendor product for Security Incident and Response.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Security Incident and Response.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Security Incident and Response.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Security Incident and Response.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Security Incident and Response.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Security Incident and Response.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Security Incident and Response.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Security Incident and Response.

Identify any additional Security Incident & Response vendor products utilized by the institution.

- Carbon Black (VMWare)
- CrowdStrike
- IBM Security
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about Security Incident & Response and/or the additional vendor product utilized by your institution.

---

## Security Policy & Compliance

Definition: Systems related to institutional policy or compliance guidelines and requirements.

Example Vendors: MetricStream, OneTrust, Qualys, RSA Security, ServiceNow

---

Please identify the primary vendor product utilized by the institution.

- MetricStream
  - OneTrust
  - Qualys
  - RSA Security
  - ServiceNowNone (Institution does not utilize a vendor product for Security Policy & Compliance.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Security Policy and Compliance.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Security Policy and Compliance.
- 

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Security Policy and Compliance.
-

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand
  - We have a need, but do not plan to expand
  - No, we do not intend to expand
  - I don't know.
  - We do not utilize a vendor product for Security Policy and Compliance.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Security Policy and Compliance.
-

To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Security Policy and Compliance.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Security Policy and Compliance.

Identify any additional vendor products utilized by the institution.

- MetricStream
- OneTrust
- Qualys
- RSA Security
- ServiceNow
- Custom in-house built system
- We do not utilize an additional vendor product.
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution

---

---

Please share any information about Security Policy and Compliance and/or the additional vendor product utilized by your institution.

---

## IT Service Delivery & Support

Definition: Vendor that supports IT Service Management including service desks, and online support delivery

Example Vendors: BMC, CDW, Presidio, ServiceNow, Unisys

---

Please identify the primary vendor product utilized by the institution.

- BMC Software
  - CDW
  - Presidio
  - ServiceNow
  - Unisys
  - None (Institution does not use a vendor product for IT Service Delivery & Support.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for IT Service Delivery and Support.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for IT Service Delivery and Support.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for IT Service Delivery and Support.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for IT Service Delivery and Support.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for IT Service Delivery and Support.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for IT Service Delivery and Support.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for IT Service Delivery and Support.

Identify any additional IT Service Delivery & Support vendor products that are utilized by your institution.

- BMC Software
- CDW
- Presidio
- ServiceNow
- Unisys
- Custom in-house built system
- We do not utilize an additional vendor product.
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about IT Service Delivery & Support and/or the additional vendor product utilized by your institution.

---

## Mass Communications and Emergency Notifications

Definition: System that supports one-way communications and emergency communications to the entire campus or other defined groups.

Example Vendors: Alertus, Blackboard (Anthology) Mass Communications, Everbridge, Informacast, Omnilert, Rave Mobile Safety

---

Please identify the primary vendor product utilized by the institution.

- Alertus
  - Blackboard (Anthology) Mass Communications
  - Everbridge
  - Informacast
  - Omnilert
  - Rave Mobile Safety
  - None (Institution does not use a vendor product for Mass Communications and Emergency Notifications.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

---

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Mass Communications and Emergency Notifications.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Mass Communications and Emergency Notifications.
-

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Mass Communications and Emergency Notifications.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Mass Communications and Emergency Notifications.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Mass Communications and Emergency Notifications.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Mass Communications and Emergency Notifications.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Mass Communications and Emergency Notifications.

Identify any additional Mass Communications and Emergency Notification vendor products that are utilized by your institution.

- Alertus
- Blackboard (Anthology) Mass Communications
- Everbridge
- Informacast
- Omnilert
- Rave Mobile Safety
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as “Other” above, please name the vendor utilized by your institution.

---

Please share any information about Mass Communications and Emergency Notifications and/or the additional vendor product utilized by your institution.

---

## Email

Definition: Vendor to support email, electronic messaging, information sharing, productivity, and integrated collaboration.

Example Vendors: Dropbox, Google Suite, Microsoft Office 365, Slack

Please identify the primary vendor product utilized by the institution.

- Dropbox
- Google Suite
- Microsoft Office 365
- Slack
- None (The institution does not utilize a vendor product for Email.)
- Custom in-house built system
- Other

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for email.

Would your institution benefit from collective purchasing arrangements?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for email.

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for email.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for email.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for email.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for email.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for email.

Identify any additional Email vendor products utilized by the institution.

- Dropbox
- Google Suite
- Microsoft Office 365
- Slack
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

---

Please share any information about Email and/or the additional vendor product utilized by your institution.

---

## Tele-conferencing

Definition: Vendors that provide teleconferencing, and web conferencing hosted either in cloud or on-premises.

Example Vendors: Blackboard Collaborate, Cisco, Google Hangout, Microsoft Teams, Webex, Zoom,

Please identify the primary vendor product utilized by the institution.

- Blackboard Collaborate
- Cisco
- Google Hangout
- Microsoft Teams
- Webex
- Zoom
- None (Institution does not utilize a vendor product for Tele-conferencing.)
- Custom in-house built system
- Other

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

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**Please fill out the following questions for the product provided by the primary vendor selected above.**

Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Tele-conferencing.

Would your institution benefit from collective purchasing arrangements?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Tele-conferencing.

At what level is the software licensed?

- Multi-institutional license (system)
  - Institutional license (enterprise)
  - Unit license (college and/or department)
  - Individual license
  - I don't know.
  - We do not utilize a vendor product for Tele-conferencing.
- 

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand
  - We have a need, but do not plan to expand
  - No, we do not intend to expand
  - I don't know.
  - We do not utilize a vendor product for Tele-conferencing.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Tele-conferencing.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutra	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Tele-conferencing.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Tele-conferencing.

Identify any additional Tele-conferencing vendor products that are utilized by your institution.

- Blackboard Collaborate
- Cisco
- Google Hangout
- Microsoft Teams
- Webex
- Zoom
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

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Please share any information about Tele-conferencing and/or the additional vendor product utilized by your institution.

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## Telephones

**Definition:** Vendors that provide Telephony either in cloud or on-premises.

**Example Vendors:** Avaya, Poly, Mitel

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Please identify the primary vendor product utilized by the institution.

- Avaya
  - Mitel
  - Poly
  - None (Institution does not utilize a vendor product for Telephones.)
  - Custom in-house built system
  - Other
- 

IF you selected the primary vendor as “Other” above, please name the vendor utilized by your institution.

---

**Please fill out the following questions for the product provided by the primary vendor selected above.**

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Is this vendor product part of a consortium and/or collaboration with any other institution?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Telephones.
- 

Would your institution benefit from collective purchasing arrangements?

- Yes
  - No
  - I don't know.
  - We do not utilize a vendor product for Telephones.
- 

At what level is the software licensed?

- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Telephones.

Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
  - We have a need, but do not plan to expand.
  - No, we do not intend to expand.
  - I don't know.
  - We do not utilize a vendor product for Telephones.
- 

Please select the range which most accurately reflects the vendor license cost for the current fiscal year to your institution.

- \$0 - \$30,000
  - \$30,001 - \$100,000
  - \$100,001 - \$300,000
  - \$300,001 - \$500,000
  - \$500,001 - \$700,000
  - \$700,001 - \$900,000
  - \$900,001 - \$1,100,000
  - \$1,100,001 - \$1,300,000
  - \$1,300,000 - \$1,500,000
  - \$1,500,001+
  - N/A
  - I don't know.
  - We do not utilize a vendor product for Telephones.
-

To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is <b>worth the service</b> which we are being provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your opinion, the <b>primary users</b> of this vendor product are <b>satisfied</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>internal support</b> capabilities at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This vendor product has adequate <b>external support</b> capabilities for users and the institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My institution could benefit from participating in a <b>community of practice</b> for this vendor product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	more than 10 years ago	I don't know.	N/A
When was the vendor product first implemented at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long have you been on your current version of the vendor product at your institution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you anticipate any changes to the current contract in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Telephones.

Do you anticipate any changes to the current **vendor** in the upcoming fiscal year?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Telephones.

Identify any additional Telephone vendor products that are utilized by your institution.

- Avaya
- Mitel
- Poly
- We do not utilize an additional vendor product.
- Custom in-house built system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

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Please share any information about Telephone vendor products and/or the additional vendor product utilized by your institution.

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## Survey Close

Thank you for your time and completion of this survey.

Please note that forward progress will result in the **completion of this survey**. If you are finished and ready to submit, we encourage you to leave any feedback here and proceed forward to submit your response. If you are not ready to submit, please navigate backwards to review any selections you have made.

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If you have any feedback on the survey, please indicate that here.

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