



Software As A Service

What To Consider First

While Software-as-a-Service (SaaS) is UCF IT's preferred model for delivering services, we also understand that there are a range of technical, legal, and service considerations that may not always be clear.

Based on our experience working with many types of providers, we've gathered some questions you should consider before moving forward with a SaaS solution. We encourage you to address them directly with the provider and make sure you're comfortable with the answers provided.

- ① Is there a guarantee your data will be stored in the US?
 - ② Is the provider willing to alter or amend their contract's terms and conditions?
 - ③ Can all applicable campus accessibility requirements be met and if not, can modifications be made to meet those requirements?
 - ④ Can relevant security and compliance reports be provided?
 - ⑤ Does the solution provider offer methods for easily getting your data out if leaving the solution becomes necessary?
 - ⑥ Is pricing clear, concise, and scalable if your needs change?
 - ⑦ Does the solution provider appear to be on a solid enough financial footing? How long has this company been in business?
 - ⑧ Are the technical support offerings (documentation, email/phone support, etc) sufficient and is it clear who will be responsible if users need help?
 - ⑨ Are there other higher-ed institutions using the solution, and if so, would it be possible to contact them and hear about their experience?
 - ⑩ Does the provider guarantee availability through a Service Level Agreement (SLA) and if so, are there financial penalties if the service is unavailable?
-