



**Expect great things.**

Pittsburgh Public Schools  
**Standard Operating Procedure**

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**Software Business Justification**

Office of Information and Technology

OIT-014

## Software Business Justification

### Overview

The PPS Business Case Justification & Software Purchasing Process provides guidance and support for teachers, schools, and district administrators by ensuring that any new software acquisitions are aligned with the district strategic mission and compatible with district devices, data security and privacy policies, and district data management processes.

### Timeline

Once software is purchased systems integration and training takes 3-4 months. The following deadlines have been established to ensure successful implementation of applications. Please note that large implementations may require additional implementation time.

**May 1** – deadline for purchasing of applications to be implemented for start of school year

**October 1** – deadline for purchasing of applications to be implemented for start of second semester

### Expectations

80% of the cost of an application comes after implementation in paying for on-going maintenance, support, and enhancements.

Year 1 – Chaos expect to spend 35% of the cost of implementation

Year 2 – Learning expect to spend 30% of the cost of implementation

Year 3 – Growth expect to spend 25% of the cost of implementation

After year 3 system is stable but support costs will increase approximately 5% per year due to aging technology and infrastructure.

## **Business Case Justification**

1. Tool Requested:
2. Department Sponsor:
3. Purpose of Tool:
4. Is this tool replacing existing software?
5. What are the Professional Development requirements?
6. Licensing Costs
7. Vendor Contact Information:

Notes:

## Technical Requirements

### Infrastructure

Questions	Notes	Answers
Is tool hosted on premise or in the cloud?		
What hardware is needed?	On-premise only	
Does the tool require physical servers or virtual servers?	On-premise only	
How much bandwidth is required for connectivity?		
Is external access required?		
What ports does the application/website use?		
What are the URL's		
Is the Website HTTPS?		
What needs to be backed up and at what frequency?		
What Operating System does the application use?		
What database does the application use?		
Any other services used by the application?		
Do we need to purchase end user devices?		

### Security

Questions	Notes	Answers
What is the authentication method		
How are logins managed		
What, if any, 3 <sup>rd</sup> party vendors or stakeholders involved and what is the expiration?		
Are SSL's involved and what is the expiration?		
Do we need to be aware of any legal or regulatory constraints?		
Is there inherent risk, weakness, or data threats?		
Data protection – sharing data – social medial policy		
Data privacy – what are the rules for personally identifiable information, protected health information, and other private data?		
Encryption rules?		

## Data Management

Questions	Notes	Answers
Is the tool One Roster?		
Is the tool Ed-Fi?		
What data is needed from other district systems?	Student demographic data, staff demographic data, class rosters, etc.	
What data will be provided to other district systems?		
How often does data need to be exchanged?		
How are changes in the data handled?	Students transferring schools, staffing changes, etc.	
How can we ensure the security of the data during exchange?		
Is there a mitigation process established?		
Is there any existing metadata, definition, or classifications of the data elements?		
Is there an existing data dictionary?		
What is the Right to Know procedure?		

## On-Going Support

Who will be training users		
How will users be trained initially		
Support model	See Appendix A	
Who manages the contract with the vendor?		
How is technology informed of changes to the application		
How many environments are needed?	Production, test, development, etc.	
Will you utilize test/staging environment to test and audit upgrades before version updates		

## Appendix A: Software Support Plan

For each role group enter the name and position of PPS employee responsible for providing support for requested software. Enter N/A in box if staff in the role group will not be given access to application.

Note: not all role groups will have all 4 tiers of support.

Role	Description	First Tier Support	Second Tier Support	Third Tier	Fourth Tier
<b>1.0 School Based Staff</b>					
Teacher					
Full Time Substitute Teacher					
Day to Day Substitute Teacher					
Counselor/Social Worker					
School Discipline Admin					
School Administrators (Principals, Asst Principals)					
School SDSS	<i>Report to school principals</i>				
School Secretary					
Librarian					
Nurses					
Curriculum Coaches					
Learning Environment Specialists					
<b>2.0 District Academic Support Staff and Administrators</b>					
District Superintendent					
Deputy Superintendent					
School Performance – Assistant Superintendents					
Student Support					

Role	Description	First Tier Support	Second Tier Support	Third Tier	Fourth Tier
Services – Assistant Superintendent (M.Friez)					
Assistant Superintendent (W. Walters)					
School Transformation Asst Superintendent (Hookfin)					
Chief of School Performance (D.May-Stein)					
Chief Academic Officer (M. Jenkins)					
Data, Research, Evaluation, and Assessment Chief (T.Dwyer)					
School Performance Central Office Administrators and Staff	<i>Learning Environment Specialists, Project Manager</i>				
Student Support Services Central Office Administrators and Staff	<i>Magnet Office, Health Services, Out of School Time, Restorative Communities, ELECT Program, Director – Counselors, Director – Social Workers, Educational Assistants – Teen Advocate, Attendance Assistant, Summer Dreamers</i>				
Curriculum and Instruction	<i>Executive Director – Math, Executive Director – Literacy, Director – ESL, Senior Program</i>				

Role	Description	First Tier Support	Second Tier Support	Third Tier	Fourth Tier
	<i>Manager – Arts Education, Coordinator – Gifted and Talented, Coordinator – Visual Arts and Design, Manager – Translation and Interpretation, Manager – Textbooks, Curriculum Coordinators, Curriculum Supervisors, Coordinator – STEAM, Music Specialists, Academic Coaches, Project Specialist – Gifted and Talented, KTO ESL Family Liaison, ESL Instructional Specialists, Curriculum Support Specialist, Program Assistants</i>				
<b>3.0 District Operations Support Staff and Chiefs</b>					
Chief Operations Officer (P.Capretta)					
Chief Human Resources Officer (R.Harris)					
Chief Information Officer (S.Gutowski)					
Chief Financial Officer (R.Joseph)					
Chief of School Safety (G. Brown)					
Chief of Plant Operations (T.Meeder)					
Data, Research, Evaluation,	<i>Director – Charter Schools, Director – Assessment, Director – Data &amp; Accountability,</i>				



Role	Description	First Tier Support	Second Tier Support	Third Tier	Fourth Tier
and Assessment	<i>Director – Research, Assistant Director – Student Data Entry, Assistant Director – District Testing, Assistant Director – Data &amp; Reporting, Central SDSS/School Support Clerks, Project Specialist, Assessment Assistant, Data Reporting Analyst</i>				
Transportation					
Finance and Budget					
Human Resources					
Maintenance and Operations					
Information Technology					