

January 20, 2007

To: Office of the Registrar - Christine DeHahn, Janet Mauck
From: Barbra Steinmetz, Manager Workstation Technology
Re: Memorandum Of Understanding for SCRIP-SAFE Diplomas on Demand software

Purpose

The purpose of the Memorandum of Understanding (MOU) is to state the limitations that Student Services Workstation Technology will encounter associated with the purchase, installation, support and recovery of SCRIP-SAFE Diplomas on Demand software.

Based upon the vendor's response as quoted in Attachment A; SSTA-WT determined the following exceptions will be required to our normal support policies and procedures.

Purchase

The initial purchase of this unique program offering includes software, annual maintenance renewals, support, signatures, templates and regional campus representation. To ensure proper handling of this purchase, The Office of the Registrar will be the control and point-of-contact for initial and future purchases associated with this business solution.

Installation Services

Per our negotiated [Initial Service Level Agreement](#), we maintain a standardized environment for cost-effective support efficiencies. New applications are [approved](#) to ensure they will work when installed in our environment. Our supported users do not have administrative permissions on machines to install software.

Our request to the vendor for an evaluation copy of the software was denied; therefore we cannot guarantee a managed installation of this application. The initial installation will need to be coordinated by the Office of the Registrar with the vendor and SSTA-WT.

Security

Per the Data Handling Expectations section of the [SSTA-WT LAN Expectations](#), SSTA does not allow the storage of data on the local C: drive.

The SCRIP-SAFE web site indicates that Diplomas on Demand is sold as a non-network version. Since the install will require data files be stored on the local drive, the Office of the Registrar must assure the data is not sensitive or restrictive.

Recovery and Support Services

Since a manual installation will take longer than an automated deployment, and it appears crucial files will be installed on the local machine, any recovery effort will be delayed. Application installation and file recovery will need to be coordinated by the Office of the Registrar with the vendor and SSTA-WT.

Attachment A

SCRIP-SAFE email sent 11/14/06 from Kristen Barta of SCRIP-SAFE

SCRIP-SAFE has designed this Access database to enable the Registrar's office to print their diplomas in house. In doing so, we have created a product that requires very little to no assistance from the IT staff of the institution. Our IT staff will support this product if installed as directed. There is no need to provide the IT department with a copy of our software. If the IT staff chooses to store our software anywhere other than what is directed, the institution will receive very limited support. The amount of support will be determined by our company and our ability to then work with the software. We may not have access to the network to even offer the needed support.

The installer for the program is Advanced Installer and operates very similar to Installshield. It is an automatic install with no pauses to select alternative file locations. As mentioned above, if you find a way to intervene with the installer and choose a different location, we will no longer be able to support this product in our typical manner.

In the initial set up of this software, we provide the Registrar's office with a disk that may be used continuously if needed. If the computer crashes and the information can not be recovered, we retain copies of all templates and signatures in our office. SCRIP-SAFE formats everything on our end. We only require the Registrar's office to type in the final wording that will be printed on the diploma (aside from the school name and seal- which we provide on the preprinted paper). There is no need for the institutions IT staff to be involved at this point at all.

As for the foils, they have gone through extensive testing. They are heat-resistant foils. We advise the Registrar's office to only print 20 pages per minute (or 1200 diplomas in 1 hour). In running at that rate, the foils will not be harmed. If they choose to run the diplomas at a higher rate, the fuser can heat to a point that can cause damage to the foils. If the diplomas are run at a higher rate than the 20 pages per minute, SCRIP-SAFE can not liable for any damaged product.