



SUBJECT: External Application and Data Hosting	CATEGORY: Operations & Administrative Services – Information Management	NO. O-3.1
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PREAMBLE

In special circumstances, SIAS may make use of external application and data hosting service providers to address unique program or administrative department needs. A policy is required to define when a server provider can be used and to ensure that SIAS data is properly secured and protected when the data is stored or hosted on external systems.

POLICY

1. Use of external application and data hosting service providers will be considered providing the following conditions are met:
 - a) The required application or service is not available and cannot reasonably be established within the SIAS information technology infrastructure
 - b) The service providers' server and data storage are located in Canada. The service provider must agree to notify SIAS in writing of any intention or plan to relocate their services outside of Canada
 - c) The service provider provides complete and full disclosure regarding backup and data protection services including, but not limited to, safeguarding of any personal student, faculty or staff member data that may be stored on the remote server
 - d) The service provider will ensure, to the best of their ability, that SIAS data is not accessed by any government or department or agency of government whatsoever, without SIAS's prior written consent
 - e) The service provider will immediately advise SIAS of any request to access SIAS data by any government or department or agency of government, including who has made the request, the date of the request, and a copy of the request, if in writing.
2. Information Technology Services' approval of all requests for use of external application and data hosting services is required prior to any contractual commitment to the service provider.
3. External application and data hosting agreements in place prior to April 1, 2007 will be exempt from this policy.

Approved by: President & CEO	Prepared by: Information Technology Services	Date Issued: May 8, 2007	Supersedes/New: New	Page: 1 of 2
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PROCEDURES

1. Requests for use of external application and data hosting service providers must be forwarded to Information Technology Services.
2. Information Technology Services, in consultation with the requesting program or administrative unit, will review the request and provide an assessment of the request and final recommendation.
3. All service agreements established with external service providers must be reviewed by SIAST legal counsel to ensure provisions of this policy are properly reflected within the agreement.

Approved by: President & CEO	Prepared by: Information Technology Services	Date Issued: May 8, 2007	Supersedes/New: New	Page: 2 of 2
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