



## RFP-446 Data Systems Gap Analysis

### Addendum #1

To answer questions received and to share current, work-in-progress systems inventory.

Bidders must include the attached **Addendum Acknowledgement** with their technical proposal.

**Addendum Issue Date: 3/28/2025**

#### **SUBMITTAL DUE DATE AND TIME:**

One (1) **original technical and cost proposal** plus one (1) convenience copy, as well as an electronic copy (submitted on a USB drive) to:

Abby C. Haught  
Assistant Director of Purchasing  
Fairmont State University  
Hardway Hall Room 305  
1201 Locust Avenue  
Fairmont, WV 26554  
Fax: (304) 367-4706

The outside of the envelope or package(s) for both the technical and the cost proposal should be clearly marked:

REQ/RFP #: RFP-446  
Opening Date: **April 11, 2025**  
Opening Time: 3:00 p.m.

Late submittals will not be accepted. Proposals will be accepted until the time and date specified.

**ADDENDUM ACKNOWLEDGMENT: (must be included with your technical proposal)**

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal.

Addendum Nos.:

No. 1 \_\_\_\_\_

No. 2 \_\_\_\_\_

No. 3 \_\_\_\_\_

No. 4 \_\_\_\_\_

No. 5 \_\_\_\_\_

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.

\_\_\_\_\_ Signature

\_\_\_\_\_ Company

### 1. Are you flexible on the September 2025 deadline?

We are flexible on September 2025 as a final deadline for the project to be completed in full. However, as this analysis project is part of a grant, we would need to at least document significant progress by that point. With this in mind, we are breaking the scope of work into 4 phases, to be invoiced as work for each milestone is completed.

**By Sept. 1, we will need at least Milestones 1 & 2 to be completed in full.** Please propose a detailed timeline with estimated dates of completion for the following 4 milestones in your proposal.

Your **separate** cost proposal will need to show itemized pricing for each milestone.

**Please note:** Due to constraints of the grant, the absolute latest possible date for all 4 milestones to be completed in full and invoiced is January 2, 2026.

## Milestone 1 – Software and Systems Identification

**Activity:** Catalog and evaluate existing systems inventory and software catalog for completeness and suitability for remaining Milestones

**Inputs to Vendor:** Fairmont State University Software Systems Catalog Report with ranking of ‘importance and concern’ to the institution

**Products from Vendor:** Comprehensive Systems Inventory and Software Catalog framework and/or related system recommendations for institutional continuance and process adoption

## Milestone 2 – Software and Systems Use Analysis

**Activity:** Evaluation of business use of prioritized systems and software from the previous Milestone. This should include interviews, either virtual or in person, with critical stakeholders associated with each system or software.

**Inputs to Vendor:** Working with advice from Vendor, Fairmont State University will identify key stakeholders relevant to each software and system.

**Products from Vendor:** This Milestone informs subsequent Milestones. The only product is notification the Vendor has completed this Milestone for the purposes of billing and documentation.

## Milestone 3 – Gap Analysis

**Activity:** Produce a GAP analysis of current systems and software at Fairmont State University, including utilization, compared to typical or expected use and implementation of institutions of similar composition and utilization.

**Inputs to Vendor:** Fairmont State Title III team will be available for questions, clarifications, and general input for vendor to produce this analysis.

**Products from Vendor:** Gap Analysis document that meets the Activity of this Milestone.

## Milestone 4 – Final Products

**Activity:** Final Report that features three critical documents.

1. Software Governance Policy/Procedure for Fairmont State University to use moving forward until a reasonable timeline in the future
2. Data Governance Policy/Procedure for Fairmont State University to use moving forward until a reasonable timeline in the future
3. Implementation Plan for Fairmont State University with regard to GAPS identified in Milestone 3

**Inputs to Vendor:** Fairmont State Title III team will be available for questions, clarifications, and general input for vendor to produce this analysis.

**Products from Vendor:** Final Report with the three components identified in the Activity Statement.

**2. How many systems will the successful vendor need to look at, analyze, and inventory?**

Our current inventory list is up to about 130 entries, but not all of those systems are necessarily as large and complex as our primary systems. With the help of the successful vendor, we intend to develop a hierarchy to prioritize which systems require significant attention and analysis.

**3. Is it possible that some systems may have multiple licenses for the same product, through different departments independently purchasing?**

We don't have any instances of duplicate licenses for the same application, but we do have different areas licensing different applications that may be utilized for a similar function. We are looking for instances of this type of redundancy to be identified throughout this analysis.

**4. Do you have an estimate on the number of people we may need to interview to gather the required information?**

- Since each system has an administrator, this number would be as many individuals as there are systems. However, often there is an admin that manages multiple systems.

**5. When we are defining a "system" for the purpose of this project, would that include one-off, single-license software applications that one department may have purchased for individual use?**

We did include those type of single-user/departmental systems in our internal inventory. We are not as interested in those small, one-off systems – but we would like to know about their existence.

**6. How many hosting environments are in place today?**

We have on-premise servers and OCI servers, but the bulk of our systems are SaaS.

**7. The RFP indicates that you are looking for ways to track software changes. Do you already have an existing system to track changes or would something need to be developed?**

We have not yet gotten to the phase of developing a tracking system, but we are looking at SharePoint and Microsoft Apps as a potential option to organize that.

**8. The RFP indicates you want to develop a maintainable and accessible repository for IT staff. Is this something you are expecting the vendor to develop, or something you would turn over to your IT teams to develop themselves after the vendor makes a recommendation?**

It could go either way. We have a good handle on managing our current applications, but are looking for our selected vendor to recommend how to best work within data governance and how to move forward in managing the applications we use.

**9. Would a list of current vendors be provided to help guide what the corresponding systems might be, including maintenance agreements?**

Yes, the draft inventory we have was developed by compiling a list of current open software contracts and the corresponding products that those contracts govern. We also interviewed users around campus. We might be missing a few pieces of information, but the selected vendor will not be starting from scratch due to our preliminary inventory.

**10. Do you have any software lifecycle management system in place that is currently used and just needs to be enhanced, or would the vendor need to come in and make a recommendation on lifecycle management best practices?**

This is currently a mostly manual process, but we do have a good handle on at least tracking the applications, as our IT team handles the purchase approvals and integrations of any new software systems.

**11. Do you have formal data governance policies or committees? If so, how are they structured?**

There are no formal policies or committees in place at this time. Our current process is that when an area/department requests a large software purchase, they compile a justification and seek cabinet approval.

**12. When referring to integrations, do you consider customized integrations as applications, or do you categorize those differently?**

We would consider the integration as part of the application itself – for example, Slate has an interface to Banner, but that integration is supported as part of Slate.

**13. Are there any systems or applications that would need to remain regardless of the selected vendor's findings or recommendations, because they are critical to the workflows of the institution or because they have multiple customizations which are critical?**

Yes, Banner is our system of record for almost everything and integrates with other systems to pull data. Also, as an example, we use a state system, wvOASIS, that is required for payroll and financials, but that is not our system to manage internally. Slate, Starrez, Blackboard Learn Ultra, Microsoft 365, and Coursedog are likely to remain for the foreseeable future.

**14. Do you already have the gap analysis framework developed to look at all the various business processes across the University?**

We don't have anything formally developed, so one of the outcomes we'd like to see is either development or recommendation of a framework that can be used for this type of analysis.

**15. Can you briefly describe your reporting and analytics environment? Do you have a data warehouse or data lake?**

We don't have a data lake or data warehouse. A lot of our data relating to student success, while housed in separate systems, is brought together for reporting processes within Power BI. Power BI caches the data sets, but they are refreshed several times a day, so it is all live data.

**16. Are you looking for an office-by-office optimization of business processes?**

That is not part of the scope of this RFP/ analysis phase of this project. When we get to the point of defining implementation (after RFP scope has been completed), that may become part of the implementation piece.

**17. The selected vendor is going to be looking into whether applications are considered underutilized. How would you define an underutilized application or is that something that would need to be agreed upon once the analysis begins?**

A current example of an underutilized application would be EAB Navigate, but the enrollment department (primary users) feel that the application is underutilized and that they are using only about 20% of the application's functionality and features. For Navigate and other underutilized applications, we don't have a strong expert in each specific application on staff. Our expectation is that as the selected vendor completes the analysis, while interviewing departments, they will be able to identify other applications that may be underutilized or have specific features that we could be using.

**18. Is the current draft software inventory available for review?**

The draft software inventory is attached to this addendum, Addendum 1, as Appendix A.

**19. For the software gap analysis, is there a limitation on that, or would the selected vendor be analyzing all 100 systems currently in use?**

Our intent is not to look deeply at each individual system, although we do want to inventory all systems. We plan to determine, with the help of the selected vendor, a priority list of 10-20 systems to examine more closely throughout the Gap Analysis.

**20. Is the later date implementation phase going to be a new RFP that will be published or will that be a continuation of services with the vendor selected for this RFP?**

This has not been determined yet. When the analysis portion (scope as outlined in this RFP) is complete, we plan to utilize that analysis to internally determine the best way to proceed with implementation. At that point, we will determine what external consulting services, if any, our implementation goals may require.

**21. Would we be able to access details about which applications require the greatest amount of troubleshooting or user support?**

We may not be able to provide exact numbers on tickets but can provide a general summary.

**22. Is the selected vendor also expected to assess staff ability while evaluating systems?**

Staff evaluation is not specifically included in the scope of this project. If you come up with those conclusions during your data collection process, you can share those with us if you are willing, but that would not be a requirement.

**23. Are you looking for on-site interviews or can this be done via Zoom?**

Virtual interviews are appropriate. We would prefer the interviews to be scheduled through Microsoft Teams, as all our staff and departments have access to Teams through Office 365.

**24. Has there been any prior work performed by third party service providers or consultants in terms of determining application portfolio priority?**

No, any analyses we have done have been completed internally within departments.

**25. When the preferred vendor has been selected, are you open to drawing out the prioritization framework where we can use a multi-factor scoring approach to distill the list of 100 software systems to a smaller group?**

Yes, we plan to determine, with the help of the selected vendor, a priority list of 10-20 systems to examine more closely throughout the Gap Analysis.

**26. What ITSM Service Desk tool is Fairmont State using at this time?**

TOPdesk

**27. Does Fairmont State own or license service desk tools (BMC, ServiceNow) with a built-in configuration management database (CMDB) module?**

Yes, TOPdesk has a built-in CMDB as part of its ITAM software.

**28. If using ITSM Service Desk tool, does the IT department maintain (or link) procedure manuals within the ITSM tool at this time?**

No, IT does not link procedure manuals within TOPdesk.

**29. Does Fairmont State license software capable of internally scanning workstation-installed software applications?**

Yes, we use Defender for EndPoint and Intune

**30. Are off-premises (cloud-based) systems managed centrally by IT personnel or are some systems administered by functional offices?**

IT handles data integration and SSO configuration for all systems including SaaS based systems. Some departments handle administration of their own systems once integration is complete

**31. Are all off-premises systems part of Fairmont State's SSO authentication?**

Yes

**32. Does Fairmont State have contract management software in place managed by central purchasing?**

No, not currently. We have been exploring options for contract management software but have not committed to a product.

**33. Briefly, what enterprise IT governance and data governance committees exist now? Are there academic representatives (e.g. faculty or deans) on these committees?**

We are working to formalize a data governance committee. Currently, related decisions are made ad-hoc.

**34. What iPaaS tools (e.g. Snowflake, Boomi, etc.) already in use or licensed by Fairmont State?**

None are in widespread use. We have Ellucian Data Connect, and we use Power BI to aggregate data from multiple systems for reporting. Most of our integrations are file based via PLSQL/Crons/SFTP

**35. What systems are administered, outside of central IT, that have tiered security?**

Most systems' security are role bases and administered by it, but many systems otherwise are administered by other departments.

**36. Last bullet point on Tab 3, "Does maintaining the software catalog in the current ITSM tool satisfy the requirements of the RFP?"**

No, Topdesk is an IT only tool. We would like to create a standalone tool that can be utilized by many departments in different ways.

**37. Would it be acceptable for us to include all of these items in one large box: a binder with a clearly stated copy of the technical proposal and the original proposal, and another envelope with the original pricing and a copy of the pricing?**

Yes, the technical proposals and cost proposals may be shipped in the same box as long as the cost proposals are in a separate, sealed envelope.

**38. Are there known institutional priorities driving this RFP (e.g., strategic planning, accreditation, digital transformation goals)?**

The primary focus of this grant is student success and to assist with strategic planning

**39. Are offshore resources permitted for analysis and documentation work, or must all work be completed using US-based personnel?**

No preference

**40. Can all project activities (e.g., discovery, interviews, reporting) be conducted remotely, or is on-site presence required for specific milestones?**

Yes, especially if that reduces the project costs

**41. Will the University provide a preliminary list of current software systems and integrations to be used as a baseline for the inventory task?**

yes

**42. Will vendors have access to both technical (IT) and functional (business unit) stakeholders for discovery and validation?**

yes

**43. Approximately, how many stakeholder interviews or discovery sessions are expected during the engagement?**

This would be up to the vendor to determine this after initial discovery

**44. Are there existing policies or documents related to software procurement, data governance, or system lifecycle that vendors should review?**

We have no formalized documentation on these topics.

**45. Should proposed governance and lifecycle frameworks align with specific regulatory standards (e.g., FERPA, HIPAA, NIST)?**

FERPA, NIST

**46. Are there any institutional constraints or preferences related to recommending cloud-based or third-party SaaS platforms?**

No

**47. Does the University have any plans or constraints related to enterprise IT tools (e.g., future ERP/LMS/CRM transitions, vendor lock-in concerns)?**

Yes, our Banner instance is aged and on prem. Migrating away from this system would be a multi-year undertaking due to the complexity

**48. Is the final report expected to include an implementation roadmap with sequencing and prioritization of recommendations?**

This could be included in the following implementation phase, but is out-of-scope for this RFP

**49. Does the University have a preferred format or tool for the software catalog (e.g., Excel, SharePoint, CMDB format)?**

We prefer to use tools we already own, such as SharePoint, Power BI, etc. The goal is not to add another system to maintain

**50. Should the cost proposal break down pricing by task or milestone, or is a total base bid with cost-loaded hours sufficient?**

See question #20 – A total base bid should be provided, plus itemized pricing for the specific milestones/tasks outlined in question #20's answer.

**51. Are vendors expected to use a specific presentation format during the oral presentations if selected?**

If selected for presentations, vendors will be provided an outline with requested topics when the presentation is scheduled.

**52. Are there any budget constraints or funding limitations that vendors should be aware of when structuring the cost proposal? Can the University share an estimated budget range for this engagement?**

We are not disclosing a budget at this point in the RFP process.

**53. System Modifications: Could you provide a comprehensive list of any existing or anticipated system modifications for Banner, including but not limited to database schema changes, infrastructure configuration adjustments, software upgrades, reporting modifications, security and permissions changes, integrations, or other enhancements?**

No

**54. Integration Approach: Are you utilizing Ellucian Ethos as an integration solution? If not, are you employing another integration middleware or integration bus solution? If yes, please provide details regarding the technology used.**

We have Ethos installed and configured, but it is not currently being used for integrations.

**55. Banner Licensing: Can you confirm the current renewal date and term length of your Banner software licenses?**

Banner license is renewed quarterly

**56. Hardware Refresh Schedule: When is the next scheduled hardware refresh for your on-premise Banner infrastructure?**

Banner is hosted in OCI

**57. Can the Finance team list current software subscriptions or licenses across the institution?**

See Appendix A for the current work-in-progress inventory, which includes all software contracts processed through our Procurement Office.

**58. Can staff members independently procure SaaS software using institutional or personal credit cards or other methods outside standard procurement procedures?**

Yes, purchases under \$5000 may be processed without submitting a requisition through the Procurement Office. However, these purchases must be first approved by IT through our TopDesk ticketing system. Purchasing card staff audits all transactions, and IT approval must be included with transaction documentation when a software purchase under \$5K is made on a department credit card.

**59. Application Inventory: Can you share your current enterprise application inventory? (We understand it may not yet be fully complete.)**

See Appendix A for the current work-in-progress inventory.

**60. AI Usage and Strategy: Is Fairmont currently using or planning to implement any AI-powered tools, solutions, or analytics platforms within Banner or other key systems? If so, could you describe their purpose, vendor, and integration method?**

Not at this point in time

**61. Data Integrity: Are there any known data integrity challenges within your current Banner system or related databases? If yes, describe these challenges and any planned initiatives to address them.**

PeopleAdmin and Slate are the only two systems that currently enter data into banner. CourseDog will be entering data soon. Aside from that, data entry into banner is tightly controlled and managed.

**62. Data Security and Access: Can you provide details about your current data security and access control approach, including the systems or protocols currently in use?**

No, not applicable.

**63. Are any anticipated changes or enhancements planned regarding identity management, role-based access controls, or security audits for Banner or associated systems?**

No changes planned.

**64. Cloud Migration Considerations: Are there planned or anticipated migrations of any on-premise applications to cloud-hosted or SaaS solutions within the next 12-24 months**

No migrations are planned.

**65. Reporting and Analytics Tools: Which specific reporting or analytics platforms (outside standard Banner reporting) are currently used, and are any replacements or upgrades anticipated?**

Power BI and Argos. No changes are planned.

RFP-446 Addendum 1  
Appendix A

Vendor Name	Software Name	Primary Users	Purpose(s)	Integrations (Systems, Mechanism, Frequency, Data)	Still in use?
Accudemia	Accudemia	LEAD Center	Academic center / tutoring scheduling	Possible directory or SIS data integration	No
Keffer Development Services	Athletic Trainer System (ATS)	Sports Medicine	Electronic health record system used by athletics	Mass emails to registered accounts utilizing service account	
Board Management Software	Boardable	President's Office	Meeting management & board collaboration	Standalone or possibly single sign-on integration	
Certiport / NCS Pearson Inc	CertPREP Practice Test User Licenses	College of Business & Aviation	Test Prep software for Accounting courses		
Chmura Economoics & Analytics LLC	Chmura JobsEQ Platform	College of Business & Aviation	Labor market research platform		
Modern Campus LLC	CMS SaaS	CMCS	Content Management System for website content		
Blackboard	Collaborate	Academic Affairs	Web conferencing / virtual classroom	Integrated within Blackboard Learn, single sign-on	
American Databank	Complio Systems	Nursing	Tracking nursing health records		
Constant Contact	Constant Contact	CMCS	Email marketing / newsletters	Imports contact lists; integrates with CRM or SIS?	
CourseDog Inc	CourseDog	Provost	Course Scheduling and Curriculum Cloud SaaS Platform		
Cybrary	Cybrary for Teams	College of Business & Aviation	8/2025		
Flight Schedule Pro Holdings	Flight Schedule Pro	Aviation	Flight scheduling software		
GoReact	GoReact Software	Education	Cloud-based video assignment software		
Hometown Ticketing	Hometown Ticketing	Athletics	Digital ticketing & event management software		
HUDL	HUDL	Athletics	Video analytics software		
Blackboard	Learn	Academic Affairs	Learning management system	Possible SIS integration with Banner, single sign-on	
Marq	LucidPress Software	CMCS	Desktop publishing software		
WVNET	Medial	Faculty	Part of WVNET Software Package		
WVNET	Softchalk	Faculty			No
Modern Campus LLC	Modern Campus Catalog	Academic Affairs	Academic catalog management		
Omnilert LLC	Omnilert	CMCS	Emergency alerts & notifications	Integrates with campus directory or SIS for contact info	
Powerschool Group LLC	PeopleAdmin Performance Mgmt, Hiring,	HR	Human resources software		
Powerschool Group LLC	PeopleAdmin Premium Support	HR	Support services for HR software		
Carahsoft	Qualtrics	Institutional Review/COLA	Survey software		
Just Tech LLC	Remark Test Grading Cloud	Academic Affairs	Allows scantron sheets to be graded through Xerox machines		
Scenario Learning LLC	SafeColleges Training	HR	SafeColleges software		
Computer Sports Medicine, Inc.	SportsWareOnLine EMR	Sports Medicine	Injury tracking online service for documenting injuries of student athletes		
Teaching Channel Inc	Teaching Channel Plus	Education	Online platform for professional development resources		
Teamworks Innovations Inc	Teamworks ARMS Software	Athletics	Student-athlete compliceance, recruiting, and operations software		
UniversityTickets	UniversityTickets	Athletics	Event ticketing & registration	Sync with student orgs or Banner for campus ID validation	No
Watermark Insights LLC	TaskStream	Provost	Assessment & accreditation management software		Yes, but phasing out June 30, 2025
Watermark Insights LLC	Watermark Faculty Success Planning and Self-Study	Provost	Assessment & accreditation management software		Yes, but phasing out June 30, 2025
Watermark Insights LLC	Watermark Student Learning & Licensure	Provost	Student success software		Yes, but phasing out June 30, 2025
National Student Clearinghouse	(NSC Services)	Services	Reporting, data exchange, research services	Periodic enrollment data from Banner, grads, etc.	YES
Extreme Networks	(Wireless Access Points)	Information Technology	Campus Wi-Fi infrastructure	Monitoring & config integration with NAC, etc.	
Ellucian	Accounts Receivable	Finance	Charges and Payments on Student's Accounts may be reviewed and then there are also processes involved for posting and processing once application of payments has been completed.	TouchNet, integrates with student modules, financial aid, and finance	
Microsoft	Active Directory	Campus Wide	Directory services, authentication, security policies	Used by numerous campus systems for SSO	
Ellucian	Admissions	Enrollment Services	Stores application records - Slate is primary admissions system		
Ellucian/WVNET/OpenText	Application Xtender	Campus-Wide	Part of WVNET Software Package/Document Management		
Evisions	Argos/maps	App Services/IR	Reporting & data analytics	Pulls data from Banner & other sources	
iXsystems	AX1212 Servers	Information Technology	Production Servers		

Microsoft	Azure Active Directory	Campus Wide	Authentication & credentials	Sync with on-prem Active Directory; single sign-on
Ellucian	Banner Finance	Finance	Accounting, budgets, purchasing	Integrates with HR, student modules, etc.
Ellucian	Banner Financial Aid	FA	Financial aid application, processing	Integrates with student module, etc.
Ellucian	Banner General	App Services	General Student and Other Common Operations in Banner	Integrates with Ethos
Ellucian	Banner HR	HR	Human resources, payroll, employee data	Integrates with finance modules, single sign-on, etc.
Ellucian	Banner Student	Registrar, Admissions, Student Services, Finance	Student information system, registration, records	Integrates with Argos (reporting), single sign-on with ADFS, etc.
SHI	CBT Nuggets	Information Technology	Online training/certification software for IT professionals	
Johnson Controls	C-Cure	Facilities	Door access control	May integrate with ID card system, directory
Clean_Address	Clean_Address	Information Technology	Address validation solution	Hooks into Banner or SIS for address checks
Ellucian	Clear Cost	Financial Aid	Net Price Calculator Software for Prospective Students	
Ellucian	Data Access (former Ethos Extend)	App Services	Used to cache Banner Data as well as extend the current data model of Banner	Integrates with Ethos
Faronics	Deep Freeze	University-Wide	Protects lab computers from unathorized downloads and changes	
Microsoft	Defender	Campus Wide		
			helps students and advisors track a student's academic progress toward graduation. Degree Works organizes coursework in an easy-to-read degree audit summarizing completed requirements for a degree, as well as those that are still missing. It also shows how each requirement has been satisfied and what courses can be taken to complete remaining requirements.	
Ellucian	Degree Works	Registrar, Advisors		Integrates with Banner
Ellucian/WVNET	Degreeworks Maintenance	Information Technology	Part of WVNET Software Package/Degree Audits	
	Degreeworks Transcripts Equivalent Maintenance			
Ellucian/WVNET		Information Technology	Part of WVNET Software Package/ Degree Transfer Audits	
Internet2	EduRoam	Information Technology	Internet Connector Services	
	Eduroam Wireless Authentication (Federated)			
Eduroam		TBD	Federated wireless access for visiting scholars/students	Integrates with campus RADIUS/LDAP for SSO
Ellucian	Ellucian Ethos	App Services	Data integration framework	Integrates Banner data with third-party apps
Ellucian	Ellucian Workflow	App Services	Workflow	Integrates with Ethos
TouchNet	eRefunds, Payment Plan, and Upay	Information Technology	Payment and eRefunds software	
Ellucian/WVNET	FM Needs Analysis	Information Technology	Part of WVNET Software Package/Financial Aid Need Analysis Calculation	
Follett	Follett	Bookstore	Bookstore operations	Possible link to course info from Banner, POS integration
Evisions	FormFusion/maps	Information Technology	Document enhancement	Works with Banner to generate forms
SHI	Forticare	Information Technology	Security for Esports & Pipetest firewalls	
VMware	Horizon	Campus Wide	Virtual desktop infrastructure	Connects to Active Directory, on-prem virtualization
CityNet	HPE Hardware Tech Support	Information Technology	Hardware Support for HPE Servers	
Ellucian	Institutional Reporting	Institutional Reporting		
Evisions	IntelleCheck/maps	Information Technology	Payment processing & check printing	Integrates with Banner finance data
			Dynamic Integration between Banner and Blackboard for course creation, enrollments and faculty memberships. Also the integration to send grades from Blackboard to Banner	
Ellucian	Intelligent Learning Process (ILP)	App Services		Integrates with Blackboard and Ethos
Cisco	Jabber	Information Technology	Remote phone connection	
Cisco	Meraki	Information Technology	Network switches, wireless, security	Integrates with NAC, monitoring, identity mgmt.
Microsoft	Microsoft 365	Campus Wide	Email, productivity, collaboration	Integrates with Active Directory for authentication
Ellucian	myFairmontState @ ellucian EXPERIENCE	TBD	Portal / student & faculty dashboard	Integrates Banner, single sign-on, directory services
SHI	NagiosXI 500-Node License	Information Technology	Nagios server license and ticket support	
Nessus	Nessus	Information Technology	Vulnerability scanner	Scans campus networks on set schedule
TouchNet	OneCard Maintenance Service	Information Technology	Software maintenance service for OneCard payment system	
Mythics Inc (Oracle)	Oracle Cloud Services (OCI)	IT/App Services	Oracle PaaS and IaaS Universal Credits	
Touchnet Info. Systems	PaperCut	University-Wide	Printing management solution	Syncs with directory/ID cards for print quotas

TouchNet	PaperCut License	Information Technology	Print management payment gateway software	Integrates with Banner for transactions, student balances
Parchment LLC/instructure Inc	Parchment	Registrar (ES?)	Transcript ordering & delivery	Pushes transcript requests to Banner, etc.
Ellucian	Payroll/Position Control	Payroll		
ASSA Abloy	Persona	Information Systems Support		
Respondus Inc	Respondus 4.0, Lockdown Browser, and Monitor Licensing	Information Technology	Exam management tool	
RingCentral	RingCentral Online Fax	University-Wide	Online fax & communications	Can integrate with email for inbound/outbound faxes
Ellucian/WVNET	Self Service -Faculty, Student, Employee, General, Communication Management	Information Technology	Part of WVNET Software Package/Self Service	
TeamViewer	TeamViewer	Information Technology	Remote support access	Standalone or integrates with help desk solutions
CollegeSource	TES Online Campus Access	Registrar	Transfer evaluation system (TES)	Links to course articulation in Banner or degree audit
Dell	TOAD for Oracle	Information Technology	Database mgmt. and development tool	
TOPdesk	TOPdesk UK limited	Information Technology	IT ticketing / technical support requests	Integrates with user directory for SSO, asset management
iXsystems	TrueNAS	Information Technology	Network attached storage (NAS) solution	On-prem connectivity, backup, replication, etc.
SHI	TrueNAS 3-year Gold '24x7' Support Coverage	Information Technology	Support for production storage solution	
CityNet	Veeam Data Platform Foundation Enterprise Plus	Infrastructure & Cybersecurity	Secure data back up software for virtual machines and servers	Ties into virtualization layers, local NAS, cloud storage
CityNet	Veeam Backup for Microsoft 365	Infrastructure & Cybersecurity	O365 Backup solution	
CityNet	Wasabi Bucket Cloud Storage	Information Technology	Cloud storage & backup	May sync with on-prem backups, file servers
CityNet	Webex	Campus Wide	Video conferencing & collaboration	Directory integration, single sign-on
Wolf & Company	Wolfpac software	Information Technology	Risk management software	
Symplicity	Accommodate	Disability Services	Accessibility / disability services	Integration with student data systems (Banner)
Symplicity	Advocate	Disability Services	Student conduct / Title IX tracking	Integration with Banner or campus directory
Career Dimensions	Career Dimensions	Career Services	Career planning software	
CentralSquare Technologies LLC	CentralSquare PS Pro - Admin Pro / Records Pro	Campus Police	Campus police dispatch/records reporting software	
Citrix	Citrix Workspace	Student Health	access to virtual desktop from a web browser or Citrix Workspace app.	PyraMed
Connect2Concepts	Connect2		TBD	TBD
Anthology Inc of NY	Engage	Student Engagement	track student engagement, student activities, and student organization analytics.	
Focus2	Focus2	Career Services (?)	Career & education planning	Pulls student major info, campus login integration
Innosoft Canada	Fusion	Falcon Center	Recreation Management Software and Mobile App	
Fusion	Fusion Rec Center Software	Campus Recreation	Gym & recreation center management	May integrate with ID card system, Banner data
Handshake	Handshake	Career Development & Community Engagement	Career services platform	Imports student & alumni data, single sign-on
Arise Careers	Hiration	Career Services	Resume & job application tools	Potential data link with career center / SIS
Motorola	IndigoVision	UPD, Falcon Center, etc	Cameras	
EAB Global	Navigate	Student Success/Advising	Advising, retention, analytics	Integrates with Banner for student records
Aladdin Food Services	Order EAT	Dining Services	Online ordering for campus dining	Syncs with ID cards / meal plans (TouchNet)
Open Presence Inc	Presence Software	SGA	Student engagement tracking software for SGA	
PyraMed Health Solutions LLC	PyraMed	Student Health	Electronic Medical Records / Counseling	Could integrate with immunization records, ID data
Roompact LLC	Roompact Full Software Suite	Housing	Housing software suite	
Technolutions	Slate	Enrollment Management	Recruiting & admissions CRM	Collects applicant data, pushes to SIS (Banner)
Sqwire LLC	Sqwire Life Platform Access	Enrollment Management	Financial wellness software for student & staff use	
StarRez Inc	StarRez	Housing	Residence life management	Integration with Banner or student data for housing
Nexercise	Sworakit App	Falcon Center	Fitness app - <i>implementation delayed, not yet in use</i> (Discontinued?)	
T2 Systems Inc	UPSafety Subscription Services	University Police	Parking Enforcement Software	
	Ad Astra			
	ARMS			

Runner Tech	Clean Address		
	libcal/oclc		Library patron file
	NSLC		
Rise Vision	Rise Vision	Campus Recreation	Digital Signage
Oracle	Sql Developer		
ECSI	Tax Select		1098T
Quest	TOAD		
	WV OASIS		