



Eric Holcomb, Governor  
State of Indiana

*Indiana Family and Social Services Administration*  
402 W. WASHINGTON STREET, P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083

# Assistive Technology Software Tracking Policy

## Purpose

The purpose of this policy is to assist the Indiana Family Social Services Administration (FSSA) in maintaining accurate and up-to-date software information for assistive technology used by its employees to create an accessible and productive workplace.

## Scope

This policy applies to all FSSA divisions, business units, and functional areas therein.

## Definitions

- **Assistive Technology (AT):** In this policy, AT specifically refers to AT software programs or components that require downloading third-party programs on FSSA computers. AT supports people with disabilities to perform their job duties and tasks. Other types of assistive technology will be covered in future policies.
- **Business unit:** Refers to all divisions, offices, and teams of staff who may not have a designated division.
- **Disability:** The [ADA defines a disability](#) as a mental or physical impairment that substantially limits one or more major life activities. A person who has a record or history of having a disability, or an individual who is perceived as having a disability is also covered under this definition.
- **INSPD:** Refers to any employee who is employed as a representative for FSSA as human resources or staff who are employed by the Indiana State Personnel Department.
- **Reasonable accommodation:** Under the Americans with Disabilities Act (ADA), a [reasonable accommodation](#) is a modification or adjustment to a job, work environment, or the way things are usually done during the hiring process. These modifications enable an individual with a disability to have an equal opportunity to successfully perform their job tasks to the same extent as people without disabilities. Accommodations can be different for each employee and should be based on their individual needs.



## Why is tracking assistive technology important?

This policy helps INSPD and the Indiana Office of Technology (IOT) track AT software approvals, acquisitions, installations, and troubleshooting to avoid hindering productivity or independence of FSSA AT users. Documenting this information and establishing a Software Coordinator ensures requests can be processed more efficiently.

## What is a Software Coordinator, and how will they assist the business unit?

Each business unit should have an individual who serves as a primary Software Coordinator for purposes of AT software tracking. A Software Coordinator may be hired for this role specifically but is often an employee assigned the role as part of their current position. A Software Coordinator may also serve as an Authorized Submitter through FSSA Privacy and Security. When identifying a Software Coordinator, a business unit should coordinate with an individual who is familiar with administrative duties within said business unit. The Software Coordinator will assist the business unit in all acquisitions and communicate with INSPD and the FSSA ADA Coordinator. The Software Coordinator will be present in all meetings and communications concerning the purchase of software or device.

## What are a Software Coordinator's key duties and responsibilities?

- The Software Coordinator shall:
  - Maintain a list of all AT that is purchased for an employee within the business unit.
  - Maintain the list by comparing it with information on file with IOT and INSPD.
  - Store AT tracking information within [IOT's Software Inventory](#).
  - Share AT tracking information with the FSSA ADA Coordinator when necessary.
  - Attend meetings held with the FSSA ADA Coordinator when purchased software is being discussed.
- Information to include in AT tracking list:
  - Name of the AT
  - Date of AT purchase
  - Dates of latest AT update (if applicable)
  - Model of AT
  - Date when AT was authorized
  - Licensure keys (if applicable)
  - Manufacturer contact and support hotline information

The Software Coordinator will need to communicate with any operations staff, financial staff, business unit directors and INSPD. Once INSPD approves an accommodation, Software Coordinators should obtain purchasing authority and follow agency procurement policy to acquire approved AT. This includes creating requisitions for the desired product(s) and receiving approval and support from FSSA administrative services. Upon purchase, the vendor will email licensure, serial number, and in some cases authorization numbers or other supporting information to the Software Coordinator or IOT.

Each business unit's Software Coordinator will reach out to the necessary IOT representatives with an ongoing record of this information upon initial acquisition, renewals, and any time said information changes.

## How should Software Coordinators maintain records for their business unit?

The Software Coordinator shall keep an electronic record of all AT users and their forms of AT for their business unit within [IOT's Software Inventory](#). The Software Coordinator should remain in contact with the FSSA ADA Coordinator to provide updates and facilitate any future AT requests. The FSSA ADA Coordinator can assist with any concerns regarding the accessibility of software and its use.

## How will requested AT be installed?

IOT is responsible for completing software installations, re-installations, and often assist in troubleshooting. The Software Coordinator should submit a helpdesk ticket to IOT and include the following information:

1. Name of the employee using AT
2. Name of the AT
3. Purchase order that was issued to pay for the acquisition of the AT
4. Name, email address, customer service phone number, and any other support information for AT manufacturer
5. Licensure, serial number, authorization or key codes, and/or any other information for AT

All information must be stored within [IOT's Software Inventory](#). IOT enters information within this portal each time software is acquired through them. It is the Software Coordinator's responsibility to update IOT of any software FSSA acquires outside of IOT. The Software Coordinator must provide all requested information so IOT can update the Software Inventory. If the business unit's Software Coordinator experiences issues accessing or updating this portal, they must enter an IOT customer service desk ticket requesting access or changes.

*Please note:* When ordering AT from a vendor, it will be useful to inquire if it can be installed with an active firewall, or if the Indiana Virtual Private Network (VPN) will interfere with the installation or operation of said AT. Employees should not attempt to deactivate these safety precautions on their own and should always consult IOT to install software and troubleshooting processes.

## How should business unit's handle a change in Software Coordinators?

When a business unit's Software Coordinator changes, it is the responsibility of the outgoing Software Coordinator to notify the FSSA ADA Coordinator of the transition and provide up-to-date records to the business unit director or their designee. The director or designee will support the incoming Software Coordinator with accessing records and inventories.