



eCommerce Committee



Ecommerce Committee: Background

- The e-commerce committee is comprised of contributing members from across University departments, colleges and administrative units.
- Members have an ongoing interest in ensuring the effective governance and oversight of FAU provided payment system platforms.
- This committee gives primary emphasis to non-student related storefronts which are deployed using the TouchNet Marketplace.



Ecommerce Committee: Background

- The committee came to fruition between the 2014 and 2015 calendar years. It was within this timeframe when it was realized that the marketplace initiative for auxiliary units was expanding in use.



Ecommerce Committee: Purpose

- Approving new marketplace store requests
- Determining appropriate SmartTag use per store
- Suggesting that a new Auxiliary TAG be requested
- Ensuring that PCI Compliance is adhered to, or consulting PCI expertise when pertinent



Ecommerce Committee: Purpose

- Ensuring that HIPPA compliance is not a concern, or consulting the proper expertise as needed
- Determining and documenting best practices for store usage
- Verifying that proper training documentation and training opportunities are available for the university community



Ecommerce Committee: Purpose

- Reviewing reporting initiatives to validate that meaningful data and reporting is readily available to the community
- Developing best practices for store oversight and use
- Creating and generating consensus on security roles available for users, and evaluating that security role names and abilities are appropriate and understandable
- Conducting randomized system audits



Ecommerce Committee: Purpose

- Creating systems and procedures for end users, so that mechanisms are in place for store managers and users to request help and report system issues.
- Act as a liaison between FAU and the outside TouchNet vendor entity
- Ensuring critical system issue response, in cases where enterprise-wide system errors or incidents arise



Ecommerce Committee: Purpose

- Conducting research as requested by the community and self-direct committee research, to continually evolve best practices with industry standards
- Seek innovations in the software platform, which may create efficiencies moving into the future roadmap