**Requestor:** Person with a relationship with courses/departments (e.g., instructor or departmental leadership) and who has secured a funding source.

**WashU IT:** Includes overall system administration for Canvas, Information Security, and database management.

**WashU Resource Management:** Resource Management is a service organization responsible for, among other things, procurement [https://resourcemanagement.wustl.edu/](https://resourcemanagement.wustl.edu/).

**MyCanvas External Tool Committee:** Reviews requests for the support of External Tools in Canvas and provides a recommendation to product governance.

**Governance:** Canvas governance is provided by the Blackboard to Canvas LMS Replacement project steering committee while the project is active.

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1. **Requestor completes External Tool Request Form.**
2. **MyCanvas External Tool Committee** generates recommendation based on External Tool criteria and reviews.
3. **Governance** decides whether support for the External Tool is approved.
4. **MyCanvas External Tool Committee** updates listing on MyCanvas External Tool page to “Requested” status.
5. **Resource Management** reviews Contract and License Agreement with Legal.
7. **WashU IT** schedules implementation AND updates the listing on the MyCanvas External Tool page to:
   - “On Hold” if the external learning tool requires an extended install timeline and notifies the Requestor.
   - “Installed” after the external tool is installed in Canvas, notifying the requestor in the process.
8. **Requestor** secures funding approval for external tool.
9. **WashU IT** schedules implementation AND updates the listing on the MyCanvas External Tool page to:
   - “In Review” and notifies Resource Management to complete the purchase.
   - “Installed” after the external tool is installed in Canvas, notifying the Requestor.
10. **Requestor** completes External Tool Request Form.
11. **MyCanvas External Tool Committee** updates listing on MyCanvas External Tool page with “Requested” status.
12. **Resource Management** signs the contract.
13. **Requestor** can appeal the decision when an External Tool is not approved. The appeal should include how the specified issues are being addressed.
14. **Requestor** does not appeal decision and process ends.
15. **Governance** decides whether support for the External Tool is approved.
16. **MyCanvas External Tool Committee** updates listing on MyCanvas External Tool page to “In Review” and notifies Resource Management to complete the purchase.
17. **Resource Management** reviews Contract and License Agreement with Legal.
19. **WashU IT** schedules implementation AND updates the listing on the MyCanvas External Tool page to:
   - “On Hold” if the external learning tool requires an extended install timeline and notifies the Requestor.
   - “Installed” after the external tool is installed in Canvas, notifying the requestor in the process.
20. **Requestor** secures funding approval for external tool.
21. **WashU IT** schedules implementation AND updates the listing on the MyCanvas External Tool page to:
   - “In Review” and notifies Resource Management to complete the purchase.
   - “Installed” after the external tool is installed in Canvas, notifying the Requestor.
22. **Requestor** completes External Tool Request Form.
23. **MyCanvas External Tool Committee** updates listing on MyCanvas External Tool page with “Requested” status.
26. **WashU IT** schedules implementation AND updates the listing on the MyCanvas External Tool page to:
   - “On Hold” if the external learning tool requires an extended install timeline and notifies the Requestor.
   - “Installed” after the external tool is installed in Canvas, notifying the requestor in the process.
27. **Requestor** secures funding approval for external tool.
28. **WashU IT** schedules implementation AND updates the listing on the MyCanvas External Tool page to:
   - “In Review” and notifies Resource Management to complete the purchase.
   - “Installed” after the external tool is installed in Canvas, notifying the Requestor.
29. **Requestor** completes External Tool Request Form.