

INSTRUCTIONS FOR COMPLETING THE HIP ISA & MOU AGREEMENT

Vendors or PHAs who build their own software must first complete a few required steps to gain access to the new Housing Information Portal (HIP) system. This document will assist them in completing the required ISA and MOU to get access to the HIP system.

Step 1

HUD will populate the draft versions of the ISA and MOU with relevant information. The drafts will then be sent via email to the vendor or PHA. HUD will schedule a meeting with the Vendor or PHA to assist in completing their part of the agreement. The vendor/PHA will review the document and complete their portion of the agreement, excluding their signatures. **Note:** Do not sign the agreement yet.

Step 2

After the vendor has completed the draft ISA and MOU, the documents will be reviewed by the HUD Office of Chief Information Officer (OCIO) for concurrence.

Step 3

When the OCIO provides concurrence of the ISA and MOU, the vendor or PHA will be notified that they can proceed to sign both documents. The vendor or PHA must also provide a copy of the attestation of security control implementation (System and Organization Controls (SOC) 1 and/or SOC 2 reports are sufficient to satisfy this requirement). Once all three documents are ready, the vendor/PHA must attach all three documents to a secured/encrypted email and send it to auditvendorcomms@hud.gov.

Step 4

Upon receipt of the signed MOU and ISA, HUD will route internally to the HUD SO, HUD CISO, and the HUD AO/CIO for signatures.

Final Step

Once the signature process has been completed for both the ISA and MOU, HUD will provision the users accounts for the vendor or PHA as per instructions on the [HIP Technical Information page](#) to be granted access to the HIP. Once users are provisioned, each user will receive a notification from support@salesforce.com to set up their password. It should be noted that the link in this email is only valid for 24 hours. HUD will also notify the MOU/ISA signatories of the MOU/ISA signature completion.