



Information Technology Policy & Procedures Classroom Software Installation

Information Technology (IT) maintains the hardware and software in nearly all campus classrooms and labs. The Faculty Senate Information Technology Committee has a process in place for faculty and department software requests. Requests for classroom/lab software purchases and upgrades that rely on University-level funding through the IT Department must be submitted by the first of December in order to receive consideration for the following academic year. Additionally, it is strongly recommended that other requests, such as freeware or software funded by individual departments be included as well; as it aids IT in its planning, testing, and coordination of software installation. The current Classroom Software List should be consulted before making any requests. All requests will be reviewed by a subcommittee of the Information Technology Committee (ITC). The requests will be prioritized taking into consideration budgeting restraints and justifications. Not all requests may be funded.

If a new software application or an upgrade to a newer version of previously installed software is requested for classroom or lab installation, outside of the ITC software request process, the procedure below will need to be followed. Due to the factors that are evaluated for each request, requestors are encouraged to contact IT for consultation prior to making a purchase and/or request. This contact should be done through the IT Help Desk.

1. The request must be submitted using the “Software Installation Request for Classrooms and Labs” form, accessible via the online Service Request system at <https://hsm.ccsu.edu>.
Software requests are evaluated on the following factors:
 - System and network security
 - Performance
 - Usability
 - Reliability (support)
 - Interference with other installed software applications
 - Compatibility with current operating system (Operating System Logo)
2. Processing a software installation request cannot begin until all information is provided to IT. Required information includes:
 - Copy of Purchase Order (if applicable)
 - Copy of paid invoice with number/type of licenses (if applicable)
 - Licensing support documentation (license agreement, registration card, serial numbers, etc.)
 - Software media (CD, download information, etc.)
 - Software installation instructions
 - System requirements and technical support contact information
3. It is the responsibility of the requester to renew the licenses as necessary and re-request an installation/upgrade when the new licenses arrive.

4. Due to availability of the classroom/lab, staff time limitations, and the time required to install and test software in our classroom computing environment, please allow up to three weeks from the time IT has the software and valid licenses in hand. IT can only install properly licensed software – trial versions cannot be installed. IT cannot install software that will require the user to have administrator privileges to run the application. Freeware can only be installed when the End User License Agreement for the software allows for enterprise deployment. IT cannot install software where licensing and/or installation require manual intervention at each computer.
5. IT needs to maintain a complex, reliable, and secure computing environment in classrooms/labs, therefore we must test each software installation thoroughly for compatibility. Some installations may take longer than three weeks depending on the complexity of the installation.
6. For testing purposes, the software application will initially be installed on a computer in the Marcus White Student Technology Center (STC). All requesters are required to test the application in the STC after installation to be sure it works the way it is expected. The requester best understands the required functionality of the software. IT staff may have little or no experience with the application. Depending on the complexity of the installation and the testing time period, some installations may take longer than three weeks.
7. If problems are reported with the installation, IT will work to resolve it. However, in the case of unsupported freeware (no online or telephone support), IT resolution efforts may be limited.
8. Due to the fact that software may need to be installed in a different classroom/lab each semester, subsequent requests for previously approved and installed software must be made each semester. A two week lead time is needed to be sure the installation can be completed given classroom schedules and staff limitations.
9. IT reserves the right to decline any software request that:
 - Causes conflicts with currently installed software
 - Poses security risks
10. Once IT approves this software installation, the requestor is required to fill out the software web form to keep IT software audit records up-to-date. The form can be found under “forms” from the [IT website](#).