Summary: Requests for installation of new software applications or the periodic vendor upgrades to existing software applications on the faculty/staff servers, follow the process described in this document. The process entails review, approval, installation, testing and notification. The process for removing software is also described.

1.0 Purpose

This document clarifies the process and specifies the responsible parties involved in handling requests to install, upgrade or removal of software applications on the faculty/staff servers.

2.0 Scope

This SP&P applies only to new software application installations, software application upgrades and the removal of software applications on the faculty/staff servers for either campus-wide or department only access.
3.0 Policy

It is the policy of Information Technology Services to address requests for software application installations and upgrades in a timely manner as they are agreed to be reliable, and fit within the standard campus IT environment. The typical time needed to complete a request for software to be installed on the faculty/staff servers for campus-wide access is 2-6 weeks depending on the amount of training and documentation that would be required. If campus-wide training is required on the software, the rollout may take several months. The typical time needed to complete a request for software installation or upgrade limited to a specific department is two weeks.

4.0 Practice

4.1 Request for Campus-wide Software Applications - New Installs
   A. Request goes to ACITAS or ADCAC for review and comments
      1. ACITAS or ADCAC forwards request and comments to ITS
         a. ITS Network Support reviews for any current licensing issues, technical analysis and cost estimates
            i. Appropriate stakeholders will be contacted for any request clarification
            ii. If problems with software, ITS notifies referring committee
            iii. No problems but funding needed, request with comments and evaluation are forwarded to ITPC
            iv. No problems and no funding needed, request proceeds to Installation Process
   B. ITPC Reviews Request
      1. If necessary, request is reviewed with appropriate stakeholders
      2. If request denied, ACITAS or ADCAC is notified
      3. If ITPC approves request
         a. Establishes funding
         b. Sets project priority
         c. Request routed to ITS for Installation

4.2 Upgrades for Campus-wide Software Applications from Vendor
   A. Reviewed by ITS Network Support for technical analysis
      1. No problems but requires further funding, request to ITPC
      2. No problems and no funding, request proceeds to Installation
      3. Problems, ITS will discuss what is needed to resolve problem and pertinent parties will be notified

4.3 Requested by School/Department for Their Use Only
   A. Request reviewed by Dean or Department Head
      1. If request denied, process stops here
      2. If request approved
         a. Funding established
         b. Request reviewed by ITS Client Support and Network Support for existing
licences issues and technical analysis
  i. If problems, requestor notified
  ii. No problems, request proceeds to Installation

4.4 Installation Process
  A. Track Opened under FacStaff Software
  B. For School/Department installations track should include:
     1. Name of requestor, department and phone number
     2. Any special instructions from requestor
  C. For all software installations or upgrades track should include
     1. When software is needed.
  D. Track Assigned to ITS Network Support for installation
  E. ITS Network Support will schedule implementation with needs of the requestor, current
     workload and affect to campus IT environment in mind.
  F. Software Installed/Upgraded by ITS Network Support in Test Mode
     1. ITS Network Support will make software available for testing to ITS Client Support,
        and to requestor
  G. Testing Procedure
     1. Track Assigned and any request form forwarded to ITS Client Support
     2. ITS Client Support tests software
        a. Problems, reassign track to ITS Network Support
        i. ITS Network Support corrects problem and will reassign to ITS Client Support
     3. Testing Successful for Campus-wide software applications
        a. ITS Client Support will update track that testing was successful
        b. Review documentation and training needs
        c. Schedule Implementation through Change Management
           i. Instructions to Help Desk
           ii. Announcements to Faculty/Staff about software availability and documentation
               and training offered.
        d. Close track upon completion of implementation
     4. Testing Successful for School/Department Software
        a. ITS Client Support updates track that testing was successful
        b. ITS Client Support notifies requestor to test software
           i. Problems, track is reassigned to ITS Network Support for correction
              a. ITS Network support corrects problem and reassigns to ITS Client Support
                 for further requestor testing.
              ii. No problems, track is reassigned to ITS Network Support to make software
                  available to School or Department.
        c. Close track

4.5 School/Department Requests Removal of Their Software Application
  A. Dean or department head of licensed school or department submits written request to
     remove software application to ITS Client Support.
B. ITS Client Support reviews request to verify no other area part of this license agreement.
   1. If other area affected, ITS Client Support will contact parties involved.
   2. If no other area affected, track opened under FacStaff Software to remove software and assigned to ITS Network Support.

4.6 ITS Finds Software Application Incompatible with Campus Technology Changes
   A. ITS Client Support notifies school/department owner
   B. Owner decides whether to upgrade or remove software
      1. Upgrade software request goes through FacStaff Software Installation Process
      2. Software to be removed
         a. Dean or department head of licensed school or department submits written request to remove software application to ITS Client Support.
      3. ITS Client Support reviews request to verify no other area part of this license agreement.
         i. If other area affected, ITS Client Support will contact dean or director involved.
         ii. If no other area affected, track opened under FacStaff Software to remove software and assigned to ITS Network Support.

4.7 Site License Expiring
   A. ITS notifies ITPC for funding or removal
      1. Funding approved, software request goes through FacStaff Software Installation Process
      2. ITPC notifies ITS to remove software
         a. Request goes through ITS Change Management to schedule notification and removal
         b. When schedule determined, track opened under FacStaff Software to remove software and assigned to ITS Network Support

4.8 Software Removal
   A. Track opened under FacStaff Software to remove software application
   B. Track assigned to ITS Network Support
      1. ITS Network Support removes software
      2. Track assigned to ITS Client Support for verification
         a. No problems, track is closed
         b. Problem, track is reassigned to ITS Network Support for correction
            i. ITS Network Support corrects error
            ii. Reassigns to ITS Client Support for retesting

5.0 Responsibilities

5.1 Requestor requiring departmentally-funded software applications be installed on the server or upgraded, is responsible for completing the Request for Software on Faculty/Staff Server form at least two weeks before needed. This form is available on our website at http://www.its.ipfw.edu/forms.html.
and providing the software and manuals to IT Services Client Support. ITS Client Support will review documents. If everything is in order, a track will be opened and software, etc. passed to ITS Network Support.

If something is amiss, ITS Client Support will contact requestor.

5.2 Requestor asking that a software application be made available campus-wide must route request to appropriate committee, ACITAS or ADCAC. If ACITAS or ADCAC will review request and route it, with comments, to ITS for technical review. If problems, ITS will report to referring committee. If no problems ITS will route request to ITPC for funding and scheduling of priority.

5.3 For departmental installations, if our server environment and their software are compatible, the installation will be done. IT Services will return the installation manuals, and software to the requestor upon completion of the installation process. If there are incompatibilities, ITS Network Support will inform ITS Client Support who will discuss problems and possible alternatives with requestor.

5.4 IT Services retains the responsibility to reject or modify the installation of any package that, for technical reasons, will not run on our system. IT Services would notify the requestor should this situation arise.

5.5 For departmental requests the department will be responsible for testing software after installation. ITS Client Support will notify them when ready to begin testing.

5.6 For campus-wide applications ITS Client Support will be responsible for testing software to the best of our ability and our functional knowledge of the software. ITS Network Support will notify ITS Client Support when to begin.

5.7 For campus-wide applications, training and documentation needs would be reviewed. Implementation would be scheduled via ITS Change Management.

Instructions to ITS Help Desk for support would be created and shared. Announcement of software, documentation and training would be made to campus community.

5.8 If the licensed school or department no longer requires the software application, the dean or director will submit a written request to remove the software to ITS Client Support.

5.9 If software is no longer compatible ITS will notify software owner or ITPC. Owner is responsible for upgrade or authorizing the removal of software.

5.10 If site license is expiring on campus-wide applications ITS is responsible for notifying ITPC. ITPC will determine whether to establish funding or remove software.

5.11 ITS is responsible for notification of removing the software and verifying the success of the
removal.

**6.0 Record Maintenance**

6.1 IT Services Help Desk will open a track upon request of ITS Network Support or Client Support. Track will be assigned to the appropriate network support personnel.

6.2 ITS Network Support will update track and assign to ITS Client Support when ready for testing. If testing for campus-wide application failed, ITS Client Support will update track with results of testing and reassign to ITS Network Support for corrections. If testing for campus-wide application was successful ITS Client Support will create a Change Management form.

If testing for faculty/department software failed, ITS Client Support will update track with results of testing and reassign to ITS Network Support for correction. If this testing was successful they will update track and contact the department requestor for further testing.

Depending on results of requestor’s testing, ITS Client Support will reassign track to ITS Network Support for problem resolution or to make software available for the requesting department and to close track.

6.3 If software is to be removed ITS Help Desk will open a track upon request of ITS Client Support or ITS Management.