Summary: Requests for installation of new software applications or the periodic vendor upgrades to existing software applications on the student-access lab servers follow the process described in this document. The process entails review, approval, installation, testing and notification. 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 remove software applications on the Student-Access lab 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 Student-Access lab servers.

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 department/class software
to be installed on the lab servers is two weeks. IT Services is very cognizant of the impact of changing software versions or vendors during a semester. ITS will not undertake this action unless the requestor and their classes are the sole users of the software in question, or the requestor’s class will be adversely affected if not completed, and all other affected parties are in agreement.

Requests for campus-wide applications to be installed may take several weeks depending on the need for training and documentation.

Departmental software applications will be removed from the lab servers upon the request of the dean or chair of the school or department licensed to use the software. Site-licensed software would be removed when IPFW is no longer licensed to use the software or the software is incompatible with current technology.

4.0 Practice

4.1 Faculty Request Software Installation or Upgrade for Class or Department Use
   A. Request reviewed by Dean
      1. If request denied, process stops here
      2. If request approved
         a. Funding established
         b. Request reviewed by ITS Academic Support and Network Support for existing licenses issues and technical analysis
            i. If problems, faculty notified
            ii. No problems, request proceeds to Installation

Typically campus-wide applications are completed through the Faculty/Staff server process and asked to be extended to the Student-Access Labs

4.2 Request for Campus-wide Software Applications - New Installs
   A. Request is reviewed by ACITAS
      1. ACITAS forwards request with comments to ITS for technical review
         a. ITS Network Support reviews for any current licensing issues, technical analysis and cost estimates
            i. Contact appropriate stakeholders for request clarification if needed
            ii. If problems with software, ITS notifies ACITAS
            iii. No problems but funding required, requests with comments and evaluation are forwarded to ITPC
            iv. No problems and no funding required, request proceeds to Installation Process
   B. ITPC Reviews Request
      1. If necessary, request is reviewed with appropriate stakeholders
      2. If request denied, requestor is notified
      3. If ITPC approves request
         a. Establishes funding, if necessary
         b. Sets project priority
         c. Request routed to ITS for Installation
4.3 Upgrades for Campus-wide Software Applications from Vendor
   A. Reviewed by ITS Network Support for technical analysis
      1. Request clarification from appropriate stakeholders, if needed
      2. No problems but requires further funding, request to ITPC
      3. No problems and no funding, request proceeds to Installation
      4. Problems, ITS will discuss what is needed to resolve problem and pertinent parties
         would be notified

4.4 Installation Process
   A. Track Opened under Lab Software
   B. For Faculty/Department installations track should include:
      1. Name of faculty, department and phone number
      2. Any special instructions from faculty
   C. For all software installations or upgrades track should include
      1. When software is needed.
      2. Will it be installed in both teaching and student-access labs
   D. Track Assigned to ITS Network Support for installation
   E. ITS Network Support will schedule implementation with needs of the requestor, current
      workload and impact on lab environment in mind.
   F. Software Installed/Upgraded by ITS Network Support
      1. ITS Network Support will make software available for testing to ITS Lab Supervisor,
         consultants, and for faculty software requests, faculty test id.
   G. Testing Procedure
      1. Track Assigned and any request form forwarded to ITS Lab Supervisor
      2. Test software in multiple labs
         a. Problems, reassign track to ITS Network Support
            i. ITS Network Support corrects problem and will reassign to ITS Lab Supervisor
      3. Testing Successful for Campus-wide software applications
         a. ITS Lab Supervisor will update track that testing was successful
         b. ITS Lab Supervisor will discuss with Client Support any needed documentation
         c. Track reassigned to ITS Network Support to make software available in labs once
            documentation requirements are met.
   4. Testing Successful for Faculty Requested Software
      a. ITS Lab Supervisor will update track that testing was successful
      b. Track assigned and paperwork forwarded to ITS Academic Support for faculty
         testing
      c. ITS Academic Support will notify faculty member to test software
         i. Problems, track is reassigned to ITS Network Support for correction
            a. ITS Network support corrects problem and reassigns to ITS Academic Support
               for further faculty testing.
            ii. No problems, track is reassigned to ITS Network Support to make software
                available in labs.
H. Closing Process
   1. ITS Network Support makes software available in labs and reassigns track to ITS Lab Supervisor
   2. ITS Lab Supervisor notifies Helpdesk listserv, Consultant listserv, and when appropriate, the faculty member, the software is available in the labs. Track closed.

4.6 Faculty Requests Removal of Class/Department Software Application
   A. Dean or chair of licensed school or department submits written request to remove software application to ITS Academic Support.
   B. ITS Academic Support reviews request to verify no other area part of this license agreement.
      1. If other area affected, ITS Academic Support will contact Deans involved.
      2. If no other area affected, track opened under Lab Software to remove software and assigned to ITS Network Support.

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

4.8 Site License Expiring
   A. ITS notifies ITPC for funding or removal
      1. Funding approved, software request goes through Lab 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 Lab Software to remove software and assigned to ITS Network Support

4.9 Software Removal
   A. Track opened under Lab Software to remove software application
   B. Track assigned to ITS Network Support
      1. ITS Network Support removes software
      2. Track assigned to ITS Lab Supervisor 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 Lab Supervisor for retesting

5.0 Responsibilities

5.1 Requestor requiring campus-wide software application be installed on the server is responsible for presenting request to ACITAS for approval. ACITAS is responsible for forwarding request to ITS for technical analysis and cost estimates. ITS is responsible for verifying software can be run in target environment. ITS will forward request to ITPC if there are no problems with software request.

5.2 Requestor requiring proprietary software applications be installed on the server or upgraded is responsible for completing the Request for Student-Access Lab Software Support form, hereafter referred to as “this form”, on our website at http://www.its.ipfw.edu/forms.html, at least two weeks before needed. Requestor is responsible for providing IT Services with all installation manuals, the software, and this form unless it is a site-licensed application. When providing proprietary software, the requestor assumes responsibility for providing license restriction details regarding the number of concurrent (simultaneous) users and other legal limitations that might pertain to the legal use of the product on campus. These restrictions are to be specified on the request form mentioned in 5.1.

5.3 IT Services will verify our lab server environment meets the requirements necessary to run the proprietary software. If not, installation or upgrade alternatives will need to be developed. ITS Academic Support will work with requestor on developing alternatives.

5.4 IT Services has 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 Requestor is responsible for final testing. Software will not be made available in the labs until requestor has successfully completed the final testing. For campus-wide software applications ITS will perform testing to the best of our ability and our functional knowledge of the software.

5.6 IT Services will return the installation manuals, and software to the requestor upon completion of the installation process of proprietary software.

5.7 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 Academic Support.

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

5.9 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.

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

**6.0 Record Maintenance**

6.1 ITS Help Desk will open a track upon request of ITS Network Support or ITS Academic Support. Track will be assigned to the ITS Network Support.

6.2 ITS Network Support will update track and assign to ITS Lab Supervisor when ready for testing. For campus-wide testing ITS Lab Supervisor will update track with results of testing and assign to ITS Network Support for corrections or to make software available in the labs. For faculty/department software ITS Lab Supervisor will update track with results of testing and assign to ITS Network Support for correction or to ITS Academic Support for faculty testing.

6.3 ITS Lab Supervisor will discuss with ITS Client Support documentation needs for any campus-wide software applications.

6.4 Depending on results of requestor’s testing, ITS Academic Support will reassign track to ITS Network Support for problem resolution or to make software available in the labs.

6.5 After software has been made available in the labs ITS Network Support will assign track to ITS Lab Supervisor for the closure process.

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