CLASSROOM / COMPUTER LAB SOFTWARE REQUESTS

Lander University's ITS Department manages and maintains the equipment and software in Lander University's classrooms and labs.

To request the installation of specialized software on a classroom lectern, student classroom computer, or open computer lab, please review the information below; then complete the Software Installation Request Form and forward to ITS (CPOB 6024).

Statement:

- Only Lander University faculty and staff may request software installations.
- Software must be properly licensed by the owner, to include an adequate number of licenses for the requested classroom or lab for the entire semester.
- Software requests must be renewed every semester and updated as required by the software agreement on record.
- Requests received after deadline dates (July 15 for fall semester, December 1 for spring semester, and April 15 for summer semester) will be processed after the first two weeks of the semester.
- Late requests require a minimum of ten business days for installation due to limited classroom and lab access.
- Once installed, software will not be removed until the end of the semester.
- For legal compliance, licensing and associated documentation will remain with ITS for the entire semester.
- License activation must be compatible with lab environments where each computer is an exact copy of the others. These are typically called 'campus-wide' or 'enterprise-level' licenses. ITS reserves the right to deny any software request that requires manual intervention at each computer.
- No demo, trial, or shareware software may be installed on classroom or lab computers.
- No "free" software will be loaded unless the End User License Agreement (EULA) allows for enterprise deployment.
- ITS reserves the right to decline any software request that generates:
  - Conflicts with approved software
  - Network or security concerns
  - Potential for illegal/illicit activities
- All requests must comply with Lander University's Technology Acceptable Use Policy.

Procedure:

A software request must be submitted to ITS via the Software Installation Request Form. Installation completion is dependent on the time period a request is received. No ad hoc requests can be processed during the first two weeks of the semester. All ad hoc requests received thereafter will require a minimum of 10 business days for installation due to class schedules, ITS Staff workload, and limited classroom access.

Software requests are evaluated based on the following factors:
- System and network security
- Performance
- Usability
- Reliability (support)
- Interference with other installed software programs

Processing a software installation request cannot begin until all information is provided to ITS. Required information to proceed with software installations includes:
- Copy of Purchase Order
- Copy of Paid Invoice with the number of licenses attributed (e.g. site, seats, etc…)
- Licensing support documentation (e.g. license agreement, registration card, serial numbers, etc…)
- Software media
- Manuals and technical documentation
- Software program installation instructions
- System requirements and technical support contact numbers

Due to the high volume of requests each semester, requests must be received by the dates below:

- Fall Semester: 15th of July
- Spring Semester: 1st of December
- Summer Semester: 15th of April

Software installation requests are processed as they are received with highest priority given to requests that support academic programs.

Once installed, software will be tested to ensure that it functions on a system level and prints as expected. No further testing will be performed. ITS staff has limited experience with proprietary software programs and cannot test for proper functioning within a program. ITS staff will assist faculty working through technical issues with software vendors. Faculty members are encouraged to test software on the computer in the classroom or lab environment in which it will be used prior to the first day of class.