

# Technology Operations Team

## University Public Lab

### Software Procedures

#### 1. Purpose and Scope

This procedure applies in those cases in which specialized software, in addition to the standard University Public Lab software install, is required by a faculty member or department to support course-related activities. The purpose of this document is to define a consistent practice for the installation and maintenance of software in the University Public Labs.

*The standard University Public Lab software, including version levels, will be determined using the committee structure of academic computing (ACPAC and Technology Operations Team).*

*Although not covered in this document, we encourage colleges, departments, and other groups who own and maintain computer labs to adopt this or similar procedures.*

#### 2. Procedure

*All decisions regarding software to be installed in the University Public Labs will be finalized between May commencement and the following summer sessions. The summer semester is considered one semester no matter when the course begins.*

- *Software required during fall semester – request made on or before May commencement.*
- *Software required during spring semester or summer sessions - request made by November 1.*

It is the responsibility of the individual faculty or department requiring a special software application to be available in any of the University Public Labs to submit the request using the “University Public Lab Software Installation Request” within the timeframe indicated in the above paragraph.

Requests should be submitted via [ihelp.iup.edu](http://ihelp.iup.edu). Attach the “**Installation Request Form**” to the ihelp call.

The requestor or department must provide all installation media, documentation, and a sufficient number of legally purchased licenses to distribute to the entire public lab (each PC in the lab).

Games will not be installed unless academic justification is provided.

Only software compatible with client and/or server operating system installed in the lab will be installed and supported.

No beta versions of any application will be installed or supported.

No evaluation copies of any application will be installed or supported.

No unregistered shareware copies of any application will be installed or supported.

Old versions of software that are not supported by the vendor on the current operating system will not be installed.

Licensing will be strictly enforced.

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#### 3. Responsibility

- It is the responsibility of the IT Services Representative for the applicable college to review the request to determine if:
  - It meets all of the criteria of this procedure.
  - The installation is possible based upon the available hardware and client and /or server operating system in the University Public Lab.
- It is the responsibility of the respective IT Services Representative, in consultation with the college dean, to inform the requestor of the acceptance or denial of the request. If a request is accepted, it is the responsibility of the IT Services Representative to:
  - Install or work with the managing IT Rep of the particular lab to insure installation on a timely basis.
  - Inform the requestor upon completion of the installation so testing can be performed.
- It is the responsibility of the requestor to test the installation and report back to the IT Rep with acceptance of the installation or to report particular problems encountered with the operation of the software.

#### 4. Definitions

##### University Public Labs:

University Public Lab at Eberly, University Public Lab at Humanities, University Public Lab at Stapleton Library.

**Justification of Need:** The requestor must explain what the software application will be used for and/or how it relates to the course they are teaching. (e.g. COSC 110 and COSC 310 students for programming assignments need C++).

**Game Justification:** These will be reviewed for academic use (e.g. SimCity is used in some Computer Science Courses as a method to teach computerized simulation).

**Proof of Purchase:** Copy of a Purchase Order or Software License Agreement.

**BETA version:** Any pre-release test versions of any software.

**Evaluation copy:** Any software that is made publicly available for the strict purposes of evaluation prior to purchase.

**Un-registered Shareware:** Any software that is FREE to download but MUST be legally registered and bought for continued use.

**Software:** All programs including plug-ins and add-ons.

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**Software Installation Request Form**

Department / Faculty member should fill out the first part of this form (items 1 – 12) and submit the form to their College Technology Manager.

1. Date: \_\_\_\_\_ 2. Requestor: \_\_\_\_\_
3. Name of software: \_\_\_\_\_ 4. Version: \_\_\_\_\_
5. Number of licenses purchased: \_\_\_\_\_
6. What will this software be used for? \_\_\_\_\_
7. Date required: \_\_\_\_\_
8. Will software be needed in future semesters:            yes    no
9. Special installation notes: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

10. University Lab(s) in which the software should be installed:

- Eberly – 75 PCs                      Stapleton Library – 45 PCs
- Humanities Lab – 29 PCs

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11. Request reviewed by IT:                      yes    no
12. Date University Public Lab managing IT Rep contacted to do install: \_\_\_\_\_
13. Media and documentation provided to managing IT Rep:                      yes    no
14. Date installation completed and requestor contacted: \_\_\_\_\_
15. Requestor performed test of installation:    Date: \_\_\_\_\_
- \_\_\_\_\_ Install works properly
- \_\_\_\_\_ Install needs to be fixed (please include description of problem)
- \_\_\_\_\_
- \_\_\_\_\_

\*\*Please note that technical support for the use of this software in the labs is not provided by the lab workers. Contact person for questions: \_\_\_\_\_

\_\_\_\_\_

