

Instructional Network Computer Lab Software Request Policy

The Network Services department of the ITS division supports the Instructional Network Computer Labs, both hardware and software. Software requests are a major component of that support. Due to the continued growth of the College, and to better support that growth, ITS is implementing a Software Request Policy.

Requests to install software that the College currently owns and for which it is properly licensed shall be submitted a minimum of three weeks prior to the start of a semester. This provides ample time to install the software in the requested computer lab.

Software requests that require purchase shall be submitted a minimum of seven weeks prior to the start of a semester so ITS can procure the software application(s), budget permitting.

Software requests that occur during a semester that are needed for a class that begins after the semester starts need to have an additional week of preparation/installation.

Software requests that are not submitted within the aforementioned times shall be deemed late. Those software requests will be scheduled dependent on ITS workload and computer lab room availability. Scheduling will be the responsibility of the Director, Network Services. If the requester does not agree with the proposed installation date, a final decision will be determined by the Chief Information Officer (CIO) and the requester's Vice President.

Implementation Date

Approved by the Executive Vice President

Date