

Software Request Policy

Updated May 2014

The purpose of this policy is to centralize acquisition of software at PSU in order to ensure compliance and compatibility with network architecture as well as streamline utilization, reduce duplication, and provide the highest level of support possible.

Software requests for campus labs and classrooms will be evaluated and approved through the appropriate channels, as outlined below:

- 1- All requests should be submitted using the ITC's Software Request Form.
- 2- Staff members must complete all the fields in the ITC Software Request form providing as much details as possible to ensure proper interpretation of the request.
- 3- To ensure adequate time is available for evaluation, purchase/licensing, and installation of the required software, requests should be submitted to the department's chairperson by the specified deadlines each semester (within 3 weeks of the beginning of the semester prior to the semester in which they will be used).
- 4- Approval of software requests will be pending a technical evaluation by the ITC, whereby the requested programs will be assessed for content/function as well as technical requirements (including compatibility, load testing, licensing, etc). Once the technical evaluation is complete, the requesting staff member will be notified of the outcome.
- 5- The head of the department making a new software request must be consulted regarding funding for the purchase of the necessary software. **No software request will be accepted - for software programs that require licenses - without attaching a full official proposal to the Dean (including price quotations).**
- 6- Before requesting a software version upgrade in labs/classrooms a faculty member is required to:
 - a. Submit the request in a timely manner such that it may be approved prior to the license upgrade expiration date.
 - b. Make sure that there will be no conflict with the textbooks that are going to be used for teaching the course.
 - c. Consult with your department's chairperson to make sure that no other course still requires using the old version.
- 7- Due to the intensive time and labor required for installation of programs, when new software programs are acquired, they will be installed only during **designated times each year**, coinciding with the start of a new semester. Programs acquired in mid-semester will be installed within computers for the **following semester**.
- 8- All software installation will be handled by the ITC staff, who will perform basic testing for compatibility with other programs. However, the ITC is unable to thoroughly test applications.
- 9- Software installation requests for individual faculty or staff computers should be submitted **at least 1 week before the software will first be used**. This is in order to allow scheduling the installation for when the computer is not in use; evaluation of the impact of the software on the individual system; and testing the installation.