

Instructional Software Installation Request Procedures
Office of Information Technology
Southern Connecticut State University
10/1/2009

The Office of Information Technology at Southern Connecticut State University is committed to support faculty as they take advantage of computing facilities that spread across the campus. The following procedures apply to instructional software to be installed in computer labs or high-tech classrooms as requested by individual faculty member or department. In order to avoid common problems in utilizing software and gain the most benefit, OIT has established guidelines to ensure that the software will be compatible with current infrastructure and will be available for instructions in a timely fashion.

1. Installing and testing new software is a time-consuming and often complex task. If you need software installed before the start of a specific semester, please adhere to these deadlines for requesting your software installation:
 - Fall Semester and Winter Session – June 1st
 - Spring Semester and Spring Break – November 1st
 - Summer – March 1st

Requests submitted after the deadlines will be honored with best efforts.

2. Fill out the “Instructional Software Installation Request Form” and bring it to IT Help Desk. For each software application, the following materials must be included with the request:
 - Media
 - License
 - Proof of Purchase by SCSU

Request will not be processed without the required materials.

3. OIT will not install software without appropriate licensing, and the acquisition of such licensing is the responsibility of the requesting party. Therefore, please make certain that you obtain and provide a valid site license prior to the installation of any software in computer labs or high-tech classrooms. In addition to site license, you may also choose Keyserver as alternative. Keyserver allows sharing licenses among a pool of users. No evaluation version of software will be accepted. Shareware is not acceptable unless proof of ownership is provided. Freeware will be reviewed per request as dictated by the freeware license agreement.

In general, the software will remain installed on the computers for one academic year or until the license expires. You will be contacted by OIT before the license expiration date.

4. The request will be analyzed by appropriate OIT members and will either be approved or rejected within 30 days of receipt. If rejected, you may submit another application as substitute. The software will be examined based on the following criteria:
 - Operating system requirement
 - Hardware requirement
 - Reputation of its vendor
 - Licensing and its limitation
 - Application dependencies
 - Security features
 - Other factors that might affect the installation and operation of the application
5. The requesting party is responsible for unforeseen expenses, identified by OIT staff, that are related to the software installation. These costs could include but are not limited to additional hardware, peripherals, or software components. If there are additional expenses, an OIT staff will contact you and provide an estimate.
6. OIT reserves the right to audit the security of any application residing in its facilities, through periodic security scans. If a scan shows medium or high-risk vulnerabilities, you will have five working days to rectify the situation as recommended or to show the vulnerability to be a false positive.

If your application becomes compromised, OIT will immediately remove it from the computers and notify you. Your application will not be allowed back on the computers until you have resolved the situation and OIT has certified the resolution.
7. OIT will notify the requesting party once the software has been installed. The requestor should test the software as early as possible and allow sufficient time for OIT to resolve any issues discovered during the test.
8. In the event that a requested software interferes with the functionality of another software, OIT will notify both requesting parties and ask both parties to come to an agreement about which software should be installed. If the two parties cannot come to an agreement, OIT will select the software that best fits existing infrastructure.
9. OIT does not provide training and technical support for the software.
10. If the software is to be installed on a server, see “Application Hosting Services” policy for instructions.