

Paradise Valley Community College

Campus Software Procedures

**Developed by
Lab Planning Management Team
Fall 2009**

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Paradise Valley Community College Campus Software Procedures

Purpose

All software is purchased through a central purchasing agent for campus-wide, department and individual use to support PVCC's mission, strategic directions and focal points. Information Technology manages the centralized software budget. The Lab Planning Management Team (LPMT) vets the purchases of instructional and administrative software as one function of its role. LPMT consists of representatives from the Computer Commons (director and technical supervisor) faculty, and Information Technology Department dean, desktop/infrastructure managers and technology trainer. LPMT is a part of the Direct Instructional Liaison (DIL) Committee. The DIL is a committee of mostly non-technology teaching faculty who receives updates on campus technology initiatives and bring those updates to their respective division meetings or bring technology issues from faculty to DIL and LPMT.

The purpose of this document is to outline the procedure and various processes involved in the request, approval and purchase of software.

Software Request Information

Departments on campus may have the financial resources that might allow department software purchases and installation outside of IT. Campus computer images are complex and software that is installed over the top of an image does not run well or has problems later that require IT's expertise. Please be a good campus citizen and ensure that instructional software is vetted and tested through professionals to ensure the best experience for PVCC's students.

Requests for instructional, administrative and individual software are submitted by faculty and staff, and reviewed by LPMT. Freeware or shareware must go through the same approval process as software that is purchased. The sections below will describe the request requirements and other factors that determine approval and/or purchase.

Instructional Software

Classrooms & Labs Request

The last Friday in March is the due date for Fall/Summer classes and the third Friday in September for Spring classes. Requests submitted after that date will need approval by the Dean of Information Technology. Strong rationale for the late submission must be included in order for the exception to be considered.

Requests for new or upgraded instructional software to support a class must be submitted and approved in advance of the course being scheduled. The division chair and the faculty member teaching the course complete a Software Request Form (SRF). The SRF includes:

1. Full course information (prefix/number/title) and number of sections;
2. Need justification;
3. Special setup information, i.e.: licensing server or particular desktop operating system;
4. Course fee, if any, for the course that may cover a portion or all of the cost;
5. Initial cost of software and annual maintenance fees. Faculty can contact the Office Coordinator for IT at 77782 for assistance in determining costs.
6. Support for faculty and students outside of class, if necessary, i.e., Computer Commons, Instructional Technology;
7. Division chair approval.

SRF's for specialized instructional software such as AutoCAD, SPSS, Final Cut Pro, etc., must include additional information noted below:

1. How much of the cost can the department/division share and what funds will they use (Fund 1, course fees)?
2. How can the department/division help support the annual maintenance costs?
3. Has a budget request been submitted (APB) to cover the cost?

A completed SRF:

- Is routed to the LPMT. LPMT will follow-up with the requester to ensure that all necessary information is available for the Office Coordinator of Information Technology to make final price determination.
- Costs include projected annual maintenance fees.
- LPMT reviews the SRF and determines whether or not it proceeds to the evaluation stage based on factors such as hardware requirements necessary to run the software, software compatibility issues, etc.
- SRF is then routed to the Office Coordinator of IT to purchase an evaluation copy and subsequently to the appropriate technical team for analysis and evaluation.
- LPMT will review the request, costs, budget (Fund 1 or 2), and technical findings to make a determination on whether the software will be purchased.
- LPMT Chair, or designee, will communicate the results to the faculty and division chair via email. In most cases turn around time is 20 business days.

Faculty Request

Individual faculty members teaching courses that require software such as Photoshop, Illustrator, Dreamweaver, mobile apps, etc., must have division chair approval to receive an individual copy. The faculty member submits a SRF that includes:

1. Full course information (prefix/number/title) and number of sections;
2. Need justification;
3. Division chair approval;
4. Dates of use/checkout.

Administrative Software

All employee computer workstations are configured with a standard software image that includes the basic operating system, Microsoft Office Suite, various browsers (Firefox, Safari, Internet Explorer) plug-ins, email client, Adobe Reader, virus protection software. LPMT is the recommending body for the standard campus software image. Computers are imaged once before the start of the academic year. They are not generally re-imaged until summer (after an academic year) unless there is a compelling instructional need for teaching a course. Any exception requests must be vetted through LPMT.

LPMT will review standard software application renewals such as the campus-wide Microsoft Licensing renewal. The Manager of Technical Services will be responsible for submitting the software licensing costs associated with the standard campus image. The information will include funding source, annual renewal costs and training or support considerations.

Members of LPMT plan new operating system or Microsoft Office Suite version migrations, and are responsible for a written formal migration plan. It is imperative that training resources be in place before any campus-wide upgrades are initiated. The Dean of Information Technology is the responsible party that communicates software upgrade strategies to the campus community.

Individual Specialized Software

Employees needing non-standard software such as Adobe Creative Suite, Microsoft Project, Final Cut Pro, mobile apps, etc., complete a SRF. The SRF includes:

1. Software specifics (Title, version, Windows/Mac)
2. Managerial or VP approval;
3. Business need justification that includes need based on role or department operational priorities;
4. Initial cost of software and annual maintenance fees;
5. Potential funding source (department budget code);
6. Details on how employee plans to learn the software without training resources.

If the employee has never used the software, approval may be contingent upon his/her personal training plan. Technology Training Services and Information Technology may not have the resources to support specialized individual software.

SRF information will be routed to LPMT. LPMT will follow-up with the requester to ensure that all necessary information is available for the Office Coordinator of Information Technology to make final price determination. Costs will include projected annual maintenance fees. The SRF is then routed to the appropriate technical team for analysis and evaluation. The Manager Technical Services in consultation with the Dean of Information Technology will communicate the results of analysis and evaluation to the employee and his/her manager.

Individual employee requests may not be routed to LPMT for approval. The Manager of Technical Services will provide a report to LPMT on approved or denied requests.

Faculty Software Checkout

Some software licensing allows for employees to check out software for individual use such as Micrograde or some Microsoft products. All software is subject to the terms of licensing agreement. The PVCC Helpdesk keeps copies of software available for checkout.

Faculty will submit a helpdesk request that includes the name of the software they wish to check out. The request will include justification. If the software is not available for check out, the faculty member will be notified via the helpdesk request process. Software that is not available for check out may be available in the Faculty/Staff Resource Room or Computer Commons.

If the software is available for checkout, the faculty member will be notified to physically come to PVCC's Helpdesk and sign out a copy. The copy of the software must be returned to the PVCC Helpdesk within 1 week. After 1 week, the division chair will be notified. Failure to return the software after 2 weeks may result in check out privileges being revoked.

Technology Staff Administrative Software

There is software that is used by technology staff to facilitate the administration of campus computing resources. Software such as Boot Camp, Universal Imaging Utility, Ghost, etc., is used for this purpose. LPMT is the approving body for these requests. A SRF must be submitted and include:

1. Software specifics (Title, version, Windows/Mac)
2. Managerial approval;
3. Business need justification that includes need based on role or department operational priorities;
4. Initial cost of software and annual maintenance fees;
5. Any anticipated technical support or training need.

SRF information will be routed to LPMT. LPMT will follow-up with the requester to ensure that all necessary information is available for the Office Coordinator of Information Technology to make final price determination. Costs will include projected annual maintenance fees. The SRF is then routed to the appropriate technical team for analysis and evaluation. LPMT will review the request, costs, budget (Fund 1 or 2), technical findings and support or training needs to make a determination on whether the software will be purchased. LPMT Chair, or designee, will communicate the results.

Software Management

Software purchase and license management are complex processes with varying levels of management and technical personnel involvement. This section outlines the procedures for software procurement, lifecycle management and faculty checkout.

Purchasing

All PVCC software is purchased through the Information Technology department. Authorized buyers are the Dean of Information Technology, Manager of Technical Services, Director Computer Lab & Instructional Services, and the Director of College Technology.

The Office Coordinator for Information Technology initiates all requisitions, Blanket Purchase Order and Procard purchases of software. The office coordinator also initiates all budget transfers for software purchases from other departments/divisions on campus.

Receipt of Software

Purchased software can be *received* in different ways: media and/or web site download. The Manager of Technical Services will review the software license agreement to ensure appropriate use and distribution of media and/or web site download.

When the Office Coordinator for Information Technology receives the software, it is given to the PVCC Helpdesk. Helpdesk personnel make an authorized copy of the media for distribution to the appropriate technical team, and store the original media in the locked software storage area. An email is sent with the licensing information to the appropriate technical manager with a carbon copy to the Manager Technical Services. This information is used to update the software inventory database.

Software vendors will send an email when a purchase is complete that allows downloading of the software to a client or server. The authorization for download with the license key(s) will be forwarded to the Manager of Technical Services for distribution to the appropriate technical team. This information is used to update the software inventory database.

Keyserver

Several software packages utilized at PVCC are distributed through a software key server. The Senior Network Administrator is responsible for upgrading the software that resides on the key server. All licensing issues, such as not having enough usable copies for instructional purposes, which are key server related, should be communicated to LPMT with a copy to the Senior Network Administrator. Decisions to purchase more copies or raise licensing numbers are made by LPMT based on trend peak usage data and planned future use of the software.

Software Inventory

Original, official media for software is stored in a locked storage area maintained by PVCC Helpdesk. A software inventory database is utilized to track the use of licensed software. The information contained in the database contains information such as vendor, name of software, date of purchase, date of renewal, and which employee is assigned what license.

The Manager of Technical Services and Office Coordinator for Information Technology are responsible for keeping the software inventory database up-to-date.

License Renewal

The Office Coordinator for Information Technology working in conjunction with the Manager of Technical Services tracks software license renewal. The coordinator will alert the appropriate technical manager of impending renewal for escalation to LPMT. It is that manager's responsibility to alert the appropriate department manager or division chair when specialized instructional or individual software is due for renewal.

Software Upgrade

All software upgrade requests should use the SRF, and submit as normal but note that it is an upgrade to existing software.

Software Retirement (Legacy Software)

There are definite circumstances that may require that software no longer be supported. These circumstances include but are not limited to:

1. Perpetually licensed software that has not been upgraded in more than 2 years and has a viable supported alternative;
2. Is used in very few instances;
3. Requires undue technical support to ensure its functionality;
4. Has not been in production use at PVCC for more than 1 year.

It is important that someone in Information Technology is designated to work with the user to evaluate use, need, and an alternative. The results should be shared with LPMT. Some software while older is still a viable teaching tool, and that will be part of the consideration. If supported specialized lab computers are due for replacement, the manager responsible for that lab will contact the faculty using the lab, mobile or not, and inventory the existing software. Before replacement computers are ordered, the software will be tested to ensure it works on the newer computers. Results of the testing will be communicated to the user and to LPMT.

LPMT is the decision-maker as to when software should no longer be supported. The retirement decision will be communicated to the manager or division chair via email. LPMT Chair, or designee, will communicate the results to the faculty and division chair via email.

Software that has been retired or is no longer in use will be disabled. Media will be destroyed in a manner that makes the software unusable. The software inventory database will be updated to indicate the software is no longer in use. The record will stay in the inventory database for 2 years before it will be deleted. Paper file information will be retained for 3 years.

Conditions

All software use is subject to Maricopa's Technology Resource Standards. Any exceptions to any of the aforementioned procedures may be submitted in writing to the Dean of IT for consideration.

Faculty / Staff Requests Software

Process Flowchart

