Paradise Valley Community College

Software Request Process

Purpose

Paradise Valley Community College (PVCC) has implemented campus-wide software request and ordering procedures. 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.

This document will present the steps for requesting and vetting campus software requests in a condensed format.

Software Request Process

1. All requests are submitted through the Software Request Form (SRF) at
    https://www.paradisevalley.edu/employees/information-technology/software-requests

    a. Fill out top portion and click Instructional, Faculty Copy, Individualized Specialized or Instructional & Administrative (each area has a definition to assist in choosing the appropriate area) and fill out the remainder of the form

Software for Instruction: The last Friday in March is the due date for Fall/Summer classes and the second Friday in November 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.**

2. A completed SRF:

    a. Is routed to the Office Coordinator of Information Technology for final price determination, and to the Dean of Information Technology for review. Costs include projected annual maintenance fees.
    b. 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.
    c. 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.
    d. 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.
    e. LPMT Chair, or designee, will communicate the results to the faculty and division chair, or employee and his/her supervisor, via email. In most cases turn around time is 20 business days.

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.