



Texas Wesleyan University Information & Communication Technology

Individual Software Installation Policy

This document defines policies and procedures for installing software in offices, work areas and non-lab classrooms for support of professional practices.

Baseline Software:

Information & Communication Technology installs and supports a baseline of software on University-owned systems (See Texas Wesleyan Software Standards document). The baseline software includes 1) standardized basic desktop productivity software (Word, Excel, Access, PowerPoint, Publisher, etc.) and 2) communications software (Internet Explorer, Outlook, Media Player, etc.). This baseline software suite is available on all machines throughout the campus and does not require an installation request.

Non-Baseline, Site Licensed Software:

A limited number of approved non-baseline software licenses (SPSS, Contribute, etc.) are available for use and can be requested by individuals to be installed in offices, work areas and non-lab classrooms. Individual installation requests can be initiated by completing and submitting the Individual Software Installation Request Form (located on the ICT website).

Discipline-Specific Software:

Individuals may request installation of discipline-specific software in offices, work areas and non-lab classrooms. Individual installation requests can be initiated by completing and submitting the Individual Software Installation Request Form (located on the ICT website).

ICT will install software requested by an individual, through the school dean/department supervisor, following these guidelines:

- Upon receipt of the installation request, the school dean/department supervisor will confer with a representative from either the Academic Technology (faculty requests) department or ICT (staff requests) department to determine compatibility. The software requested must be compatible and must operate with the currently installed software or it will not be allowed to run on the machine.
- After confirming compatibility, the school dean/department supervisor will determine if appropriate funds can be identified to procure the application. If funds are identified, the application will be purchased and installed. If funds are not identified, the requestor will be notified by the dean/supervisor or his/her designee. The requestor may then seek alternative and/or department funds for purchase or wait to resubmit an installation request during the next budgeting cycle.
- Media and proof of licenses must be included with the request when it is given to ICT. A copy of the media (one archive copy allowed) and the original licensing and documentation will be returned to the dean of the school or department supervisor for accounting and distribution to identified individuals. The dean/supervisor is responsible for maintaining legal software compliance.
- The installation request date, information, location, and approval of installation by the school dean/department supervisor will be recorded on the Individual Software Installation Request Form.
- Installation will be completed no later than 15 working days after receiving the signed Individual Software Installation Request Form and accompanying materials.
- ICT will assist the user while s/he tests the software using the manufacturer's provided tutorials and samples.

Individual Software Troubleshooting:

Generic questions such as how to open/save files, print documents, delete viruses, etc. can be answered by contacting the Help Desk. The individual and the requesting department must support specific questions about the operation of non-baseline and discipline-specific software installed on individual machines. It is impossible for ICT personnel to gain more than a rudimentary knowledge of an application and sometimes unique operations of the many software packages available in the labs. If technical problems arise, ICT will work with the individual/department to resolve these problems.

ICT will make every effort to keep baseline and non-baseline, site licensed software current. If a version update is desired, you may request the update using the Individual Software Installation Request Form. Software will be removed as it becomes outdated and conflicts with the necessary functions of the server/network.