Software Request Guidelines

Purpose
To establish the guidelines governing software acquisition, support, and use at Central Texas College and to document the standard software suite provided by the IT Division as listed in Addendum A.

Scope
This guideline applies to all software acquired by the Central Texas College community to be utilized by computing resources owned by Central Texas College.

Procedure
The following outlines key aspects of the process for requesting new or upgraded software to be installed on CTC Computing Resources:

- Licenses should not be purchased until after the IT Division has had an opportunity to evaluate the software and determine that the software is compatible with current software applications.
- Acquisition requests are to be submitted to the IT Division via the Software Request Form located on the Information Technology Web site.
- Acquisition requests must be received a minimum of 60 days prior to the first day the software is to be used.
- Acquisition requests must be approved by the appropriate dean or department head before submission to the IT Division.
- Only the IT Division can load software applications and modify desktop configurations on IT supported systems.
- As operating systems are upgraded, the IT Division will work with its customers to identify any issues with software currently in use.
- The IT Division should be consulted on all non-standard, specialized departmental software before it is purchased.

Storage of Software and Documentation
The IT Division will store all original software licenses and registration and purchasing information. User manuals, if provided, will be stored with the software, but may be signed out to users upon request. The IT Division will destroy all copies of software that are obsolete or that CTC is no longer licensed to use. Departments purchasing non-standard software are required to provide the IT Division a licensed copy of the software.

Record Keeping
The IT Division will establish and maintain a register of all Central Texas College's software. The register will contain: (a) the title and publisher of the software; (b) the date and source of

software acquisition; (c) the location of each installation as well as the serial number of the hardware on which each copy of the software is installed; (d) the existence and location of back-up copies; and, (e) the software's product serial number.

Addendum A

The standard software suite includes:

- Microsoft Windows
- MS Office Professional
- Symantec Anti-Virus
- Internet Explorer
- Adobe Acrobat Reader
- Diskkeeper Workstation
- Roxio Creator
- Quicktime
- Colleague
- JAVA
- Flash Player

Versions will be updated as appropriate.

Additional software may be added. Please review our listing of currently supported software on the Information Technology Web site.

NOTE: All lab computers are installed with Deep Freeze. All faculty computers are installed with Adobe Acrobat 8 Full-Version. Software may only be used in compliance with applicable copyrights, license, and purchasing agreements.