San Jac ITS Software Adoption Guidelines

2013

Our goal at Information Technology Services (ITS) is to provide the highest level of technical support and customer service to all San Jacinto College students and employees. We are constantly striving to provide a secure and efficient environment that meets the needs of the San Jac community.

Information Technology Services (ITS) delivers and supports approved software applications for all San Jacinto College employees and students. The purpose of this document is to outline basic guidelines and customer responsibility with regard to software licensing and install at the College. The following areas are covered:

DOCUMENT Contents

SOFTWARE COPYRIGHT & LICENSING

Software applications are protected by copyright laws from both the federal and state level. Vendors typically have licensing guidelines in place that determine cost and usage of available software and, by law, the College is required to abide by these requirements.

Prior to making software purchases, users should thoroughly read any accompanying license agreement to ensure they are aware of licensing requirements. Users should take licensing into consideration when requesting an application as various options may exist. Possible licensing options may include:

- **Single-User License:** This type of license allows only one user the right to utilize a software application. Details of the license may vary by software distributor. For example, one may require that the software be installed on only one machine while another may allow it to be installed on several machines as long as the licensee is the only user.

- **Multi-User License:** This type of license allows use by more than one individual and install on more than one machine. Like single-user licenses, cost and use is determined by the number of licenses purchased; however, multi-user licensing allows the buyer to purchase licenses in bulk rather than individually.

- **Site-licensed:** In some cases, this indicates that the software can be installed on any computer within an organization with unlimited use; however, some site licenses may be limited to a specific number of users.

- **Concurrent License:** A concurrent license means that a software application may be installed on unlimited computers; however, only a limited number of users can access the software at one time. Concurrent licenses may be managed in multiple ways; such as by license server or dongle.

- **Open Source:** This type of license typically refers to unlimited installs and use. Open source software also includes the source code and users are allowed to utilize and/or modify the source code. Various open source licenses exist. While the software is free a majority of the time, some licenses may require the software be purchased before use.

- **Click-Through License:** Refers to an agreement that appears during the software installation process in which, if the user proceeds (i.e., clicks "Next"), they are consenting to the licensing standards set forth by the distributor.

SOFTWARE REQUEST GUIDELINES

ITS has implemented several guidelines regarding software purchase and use at the College. These are:

- Employees should not purchase any software prior to submitting a request to ITS and receiving an ITS approval number.

- Textbook software may only be installed in classrooms or computer labs (and only for the semester in use) as outlined in provided licensing agreements. If faculty members anticipate utilizing textbook software in classrooms/labs, they should verify licensing before purchase.

- To guarantee timely completion, software requests must be received at least 90 days before the intended implementation date to ensure compatibility with SJC systems, approval, and installations.

- ITS will evaluate their ability to assist in the purchase of additional licenses if adequate licensing for approved software is not available.

- ITS will provide support for all software versions listed on the Approved Software List, per licensing agreements. Unless otherwise specified, ITS will typically support two versions of a software application; the version currently in use and the preceding supported version.

- ITS does not provide support for installed software applications that fall outside the software request process or for applications not listed on the Approved Software List.

SOFTWARE REQUEST PROCESS

Faculty, staff, and administrators of the San Jacinto College District shall use the following process to request the purchase of software that is not part of the standard software load on College machines.

1. Browse the Approved Software List at http://admin.sanjac.edu/college-administration/its/Our-Catalog-of-Services to see if the software is already listed and if approval is required.

2. Visit Tech Support Online at https://techsupport.sanjac.edu to submit your software request:

   a. Click on **New Ticket**

   b. Choose "Software" from the drop-down menu next to **I need help with:**

   c. From the drop-down menu next to **What kind of help do you need?**, select the following:
      - If title exists on the Approved Software List, select "Install Software"
      - If title does not exist on the Approved Software List, select "New or upgraded software"

   d. Include the following information in the **Please explain your request:** field:
      - Employee Name, Location, and Phone Number
      - Software Title, Version, and Publisher
      - Is this a new install or an upgrade to a previous version?
      - Has this software already been purchased? If yes, PO Number or Proof of Purchase
      - Has this software already been evaluated by ITS?
         1. If yes, what is the IT Approval Code
         2. If no, has a trial version of the software already been acquired?
      - Required Licensing (single user, classroom/lab use, campus, or college-wide)
      - Access Requirements (use at the College, remote use, or both)
      - Computer Name(s) of machines software should be installed on, if applicable
      - Any additional information

   e. Click on **Submit**

SOFTWARE ADOPTION & INSTALLATION PROCESS

The following process will be followed for all software installation requests. ITS will make every effort to complete requests for users as quickly as possible; however, please note that completion time may vary depending on the nature of the request and/or available resources.

Step 1: Compatibility Assessment
Given hardware specifications, software will be assessed for compatibility with the SJC computing environment. If given a positive assessment, demonstration or test versions of the software should be acquired for installation and testing within the SJC environment. If given a negative assessment, ITS will work with the employee on an alternative software application that meets their needs.
Step 2: Testing
Once test versions are received, software will be installed in the SJC environment for testing.
Step 3: Purchase Licensing & Media
Given successful testing, the department will submit a requisition for licensing and media needed.
Step 4: Acquire Licensing & Media
Given the purchase of licensing and media, copies of the software will be submitted to ITS for packaging and deployment.
Step 5: Packaging
Given copies of licensing and media, ITS will package software applications for the deployment in the SJC network environment.
Step 6: Software Deployment
Software will be deployed to computers designated by employee.

SOFTWARE APPROVAL & INSTALLATION FLOWCHART

User Submits Software Request
Is software on Approved Software list?

YES → **Is approval required?**

NO → **ITS will assess systems compatibility. Test version of software should be obtained. Is software compatible?**

Is approval required?
- **YES** → **Approval Received?**
- **NO** → **Is adequate licensing available?**

Approval Received?
- **NO** → STOP
- **YES** → **Is adequate licensing available?**

Is software compatible?
- **NO** → **ITS will work with client on an alternative.**
- **YES** → **ITS will work with client on licensing needs.**

ITS will work with client on licensing needs. → **Copy of software should be provided to ITS for packaging.**

Is adequate licensing available?
- **NO** → **ITS will work with client and department responsible for the license to determine how to proceed.**
- **YES** → **Software Installed**

ITS will work with client and department responsible for the license to determine how to proceed. → **Software Installed**

Copy of software should be provided to ITS for packaging. → **Software Installed**