Guidelines | Software Installation - ATMS Computer Facilities

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<th>Purpose</th>
<th>Outlines the software request, approval, and installation policy for ATMS computers</th>
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<td>Scope</td>
<td>Non-standard software and all ATMS computers</td>
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<td>Audience</td>
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General Information

Academic Technology & Media Services (ATMS) receives many requests to install software to existing computer facilities. Because of the limited resources in campus computer facilities and the heavy demand for them, modifications and additions during the semester must be done cautiously to avoid disruptions. These changes also make demands on ATMS staff, both for the initial installations and ongoing maintenance.

ATMS strives to provide a stable and secure operating system and a functional application set in every computer facility.

Following these policies and procedures should enable ATMS to respond consistently to each software installation request, to address technical issues before a large-scale installation takes place, and to maintain stability and functionality within the computer facility.

These policies and procedures will help ATMS Staff work with departments to provide customized academic technology resources that are safe and reliable and that contribute to an environment where learning can flourish.

Terminology

**Departmental software** - Any application purchased by a particular department for use by students, faculty, and staff of that department.

*IMPORTANT: Before purchasing multiple licenses for installation in a computer facility, it is highly recommended that the department consult with ATMS regarding the system requirements of the application. In addition, it is possible that the University already owns licenses for the application.*

**Image** - The operating system and application set configured specifically for use in general access and departmental computing facilities. Generally, all computers in a single location are standardized with the same image.

**Shareware** - Functional applications that are available for use on a good-faith agreement that the user will make payment to the application creator after deciding to use the program. Some shareware applications continue to function even if the user never makes payment.
**Security vulnerability** - A weakness in the operating system or application that could be exploited for any number of reasons, including: executing malicious code, tampering with data on the local drive, or hindering network activity.

**Beta-software** - Pre-release software still in the process of development made available to "beta-testers" for the purpose of identifying problems in the application. Because of the nature of beta-software, running such software could potentially cause system-wide problems.

**KeyAccess** - Baylor's networked license manager. Tracks usage and licenses for multiple applications on campus.

**Policies**
Software requirements and support expectations.

**Requirements**

1. Departmental software will be installed on all units in the computer facility. The number of licenses should be equal to or more than the number of computers in the facility. An exception will be made for any software license that can be technically and legally managed by KeyAccess. To determine if an application can be "keyed" (or managed by KeyAccess), the department should provide a duplicate copy of the full-version application to Student Technology Services.

2. Use of departmental software cannot be restricted at the machine level to a class, group, or limited number of users. All software installed in a general access computer facility will be available to anyone with a Bear ID. All software installed in a departmental computer facility will be available to anyone with access to that facility and a Bear ID.

3. The department requesting the software installation must be prepared to provide duplicates (no originals) of the following: software installation disk, a paper copy of "proof of licenses", and a paper copy of installation instructions. ATMS may choose to keep these duplicates for internal record-keeping purposes only; therefore, the department should keep ALL original disks and paperwork on file.

4. Only fully-functional "retail" or free versions of departmental software will be installed. Evaluation or beta versions of software will not be installed. Shareware is acceptable only with proof of ownership.

5. Software must comply with the policies of the facility in which it will be installed. (ie, no games in the general access lab, etc.)

6. Software that results in security vulnerabilities or system conflicts on the computer image will not be installed.

7. Software that reduces free hard drive space on the computer to less than 15% will not be installed.

8. Software that must be installed manually on each machine may take more than three weeks to install.
Support

1. ATMS will make every attempt to accommodate departmental software requests that meet the above requirements within three weeks. In rare cases, requested software cannot be made safely operational with reasonable effort. ATMS reserves the right to postpone or deny requests that cannot be completed with reasonable effort.

2. A departmental contact person should be specified for each installation request. Most likely, ATMS will not be familiar with the requested application and will rely on the departmental contact person for assistance with testing the application’s functionality.

3. Departmental software is generally not supported by ATMS. Departments should be prepared to provide documentation and support to users, and to troubleshoot functional problems with the software. ATMS can assist the department in troubleshooting, but the primary software support should come from the department.

4. Approval and installation of special software may be limited to one semester. Significant system upgrades often happen between semesters, and it is possible that previously installed software would need to be re-tested for compatibility. ATMS will provide notification to the departmental contact person when significant system upgrades are planned.

5. Departments sponsoring software installed in the general access computer facilities should periodically review the need and utilization of the application. If an application is no longer used, it is the responsibility of the department to notify ATMS of the change in status so we may remove the software.
Procedure

( NOTE: Substitute ATMS for each instance of ICS )

1. Submit installation request online at least three weeks before the date on which the software should be installed and working.

2. Provide to ICS duplicates (no originals) of the following: software installation disk, a paper copy of proof of licenses, and a paper copy of installation instructions.

3. Test software compatibility. Software will be tested for compatibility with the existing hardware, software, and network services.

4. Test software functionality. The departmental contact will test software for proper functionality on the image.

5. Install software in computer facility.

NOTE: ICS will not accept originals of a software installation disk. It is the department’s responsibility to provide ICS with a duplicate of the installation disk. The copy of licensing documentation should provide evidence of an adequate number of licenses (see Policies A.1). The installation instructions should be as detailed as possible.

Request software at baylor.edu/lib/techpoint/request