Software change policy for CDes IT computer labs

Overview

The availability and reliability of the computer labs relies on careful planning and change management. This document outlines collegiate policy as it pertains to software availability and changes (additions, upgrades, and removal).

Software changes

Additions

We ask the following of departments or instructors who wish to request installation of new software:

1. As soon as consideration of a new software title begins, contact the Design IT team so we can evaluate the software. We will need to ensure the software can run on our computers and that the license meets the University's legal requirements. We can also assist with getting the best pricing available.
2. Unless otherwise agreed upon, requests for new software must be accompanied by appropriate funding sources.

Deadlines for addition requests

- Each year, the deadline for additions for the **upcoming fall semester is June 30th**.
- Each year, the deadline for additions for the **upcoming spring semester is October 31st**.

These deadlines allow technologists the time needed for testing to ensure the reliability of the computer labs for all users. *Requests received after the deadline require additional staff time and will be subject to costs being charged to the requesting department.*

Upgrades

If permitted by licensing and support agreements, software will be upgraded to current versions before each fall semester. Security patches and bug fixes may be installed at any time if deemed necessary by technologists.

Removals

Software usage is reviewed after each academic year and these metrics are used to help make decisions on what software to make available for the following year. In addition, any software deemed a security risk (e.g., security updates are no longer available) may be removed at the discretion of technologists and collegiate leadership.