

# Instructional Software Process

## Request Process:

The purpose of the instructional software request process is to provide departments with adequate time to request new and upgraded software for the classroom learning environment. The process allows Information Technology (I.T.) sufficient time to research, budget, procure, test and deploy the requested software before the fall or winter semesters. Software requests for office computers are not included in this process and may be requested at any time.

### Requests made within time frame

- In January, the instructional software process timeline will be determined for the following fall semester.
  - The fall semester timeline historically runs from the 3<sup>rd</sup> week in January to the 1<sup>st</sup> week in April.
  - The winter semester timeline historically runs from the 1<sup>st</sup> week in October to the 2<sup>nd</sup> week in November.
- A communication letter is sent to the Deans and Department Heads outlining the process for requesting instructional software and deadlines.
- Department liaisons may request software through a form on the GRCC website. The link to the form will be supplied in the initial email communication.
  - Those not requesting software may request software outside the Instructional Software timeline. They will, however, need to fund the purchase from their departmental accounts or through alternative financing (e.g., grants, endowments, etc.).
- Tickets will be automatically created from the form responses and assigned to the I.T. Asset Manager and Procurement Specialist for review.
- If the software request is deemed necessary, a meeting will be scheduled to discuss the software request with the requestor and any additional stakeholders.
  - If the requestor does not know what software they want, they will need to describe the software they need and an I.T. representative will research possible solutions for them.
- Before the request period closes, a follow-up email will be sent to Deans and Department heads with a reminder of the request process end date.
- Once the request process closes an email sent to Deans and Department Heads with updates on the requests received.

### Requests made outside of time frame

- A faculty member or department head contacts the I.T. Support Desk with an instructional software request outside of the instructional software timeframe.
- The I.T. Support Desk generates a ticket and assigns it to the I.T. Asset Manager and Procurement Specialist to review the request.
- Approval will be obtained from the requestor's Associate Dean and the Chief Information Officer (CIO).
- If approved, the software request will follow the same remaining processes as if requested within the Instructional Software Request Process except that budgeting for the software request will come from the department and not the Instructional Software budget.
- If denied, the software request can be resubmitted during the next open Instructional Software Request period.

## Review Process:

- Once the request process has closed, each request will be reviewed by the instructional software team.
- Demo copies and licensing quotes of the software will be obtained to aid in the review process.

- I.T. Desktop Support and Application Packaging review the software to determine additional needs and its suitability for imaging in the lab(s) /classroom(s) for which it is requested.
  - If software evaluation determines additional hardware needs, specs and quotes are obtained.
- I.T. Infrastructure will review each request to determine server, network and security requirements.
- If there are no issues with the software and it was requested within the instructional software time frame, the instructional software budget will pay for instructional software requests. Additional hardware and other devices may require hardware and/or departmental budgets.

#### Issues:

- Software is not in instructional software budget
  - I.T. will work with the requestors to help them find lower cost solutions and/or alternative financing for their software needs.
- Implementation issues (e.g. security, incompatibility in environment, etc.)
  - I.T. representatives will inform the requesters of the issues and work to resolve them. This may lead to an alternative solution or to the request being withdrawn.
- Unable to support the software and/or hardware
  - I.T. representatives work with the requesters to find an alternative software solution to suit their needs. This may lead to an alternative solution or to the request being withdrawn.

## Procurement, Testing and Deployment

- Software and any necessary hardware is purchased.
- Instructional software tickets are assigned to Desktop Support application packagers.
- Software is scripted to be deployed using Microsoft System Center.
  - If software is unable to be packaged, the software will be manually installed by the Desktop Support team.
- A schedule for lab and classroom images is determined by the instructional software team.
  - Scheduling is completed based on software readiness and current issues. This is done in June and July, which may allow us to complete half or more of the labs on campus before August. Those labs and classrooms with more complexities are imaged later in the process. This way, the work is spread more evenly over the summer. It provides us with a more realistic time frame to manage issues as they arise, and a better picture for how much time and effort is needed to image the remaining labs and classrooms.
- Lab/Classroom test machines are identified and image testers are recruited and scheduled.
  - Testers should be faculty familiar with the new software and a student or a technician with a student login. When testers are not available, the department or requester must sign off on the setup provided by the technician.
- A technician manually installs the software on a test machine; the tester is informed of its availability.
- Image is built (or updated) and tested.
- Changes are made and rolled into the image for the respective lab/classroom.
- Image(s) is deployed to lab(s) and/or classroom(s).