
Learning Commons Software Installation Policy

This document defines policies and procedures for installing software in the Learning Commons for general use and for support of classes.

Definitions

A **new application** is an application that has never been installed in a Lab either for general use or for support of a class.

A **major version upgrade** is considered an upgrade to a currently installed application that a) adds significant features that were not in the previous version, or b) noticeably changes the function of the user interface.

A **minor version upgrade** is considered an upgrade to a currently installed application that does not a) add significant features or b) change the user interface.

A **necessary bug/feature fix** is considered an upgrade that will modify a bug or feature of the software that affects normal operation of the program.

An **unnecessary bug/feature fix** is considered an upgrade that will modify a bug or feature of the software that does not affect normal operation of the program.

An **instructor/department request for Learning Commons purchase** is an application that an instructor requests Learning Commons purchase and install in one or more Labs in support of a class.

An **instructor/department request for Department / College purchase** is an application purchased by the Department or College that an instructor requests be installed in one or more Labs in support of a class.

Examples (2001/02):

Major version upgrade: Autodesk AutoCAD 14 to Autodesk AutoCAD 2000.

Minor version upgrade: Adobe Illustrator 8.0 to Adobe Illustrator 8.01.

Instructor request for ITS purchase: Nemetschek VectorWorks 9.

Instructor request for Department / College purchase: Haedstat Methods SewerCAD.

Policies and Procedures

The Learning Commons will follow all documented ITS policies for software installation. ITS policies are available via the Information Technology Services web page. (<http://its.calpoly.edu>)

New applications, major version upgrades, minor version upgrades, and unnecessary bug/feature fixes will be installed **only** during the Winter Break and first week of the Summer Quarter of every academic year; approximately the 3rd and 4th weeks of December and the 3rd week of June.

Necessary bug/feature fixes will be installed **as necessary** throughout the academic year.

The Learning Commons will install an application requested and provided by an instructor or a department following these guidelines:

- Applications requested and provided by an instructor or department will be installed throughout the academic year.
- Media and proof of licenses must be given to CLO when the request is made. Media will be returned when the installation is complete. An appropriate record of the proof of licenses will be

filed by CLO while the software is installed in any of the CLO Labs.

- Installation will be completed no later than ten business days from the date of the request.
- The installation request date, information, completion date, approval of installation by requestor, and approval of installation by the Learning Commons will be recorded on the Learning Commons Software Installation Request Form. This form can be found on the Learning Commons web site. (<http://learningcommons.calpoly.edu/labs/>)
- Only when the requestor and the Learning Commons have mutually tested and mutually approved the installation will the software be propagated to the appropriate Lab computers.
- The requesting instructor(s) or department(s) will be responsible for funding upgrades or annual software licensing costs. This information will be recorded on the installation request form.

The Learning Commons will purchase and install an application requested by an instructor, department, or college following these guidelines:

- The Learning Commons will not purchase a requested application until sufficient need is exhibited. Sufficient need is defined as: written documentation from three or more instructors and a department head or dean establishing that the requested application will be widely used by students for multiple classes or projects, and the purchase of the software will generally improve the computing resources for students attending Cal Poly.
- Upon receipt of documentation establishing need, the Learning Commons will determine if appropriate funds can be identified to purchase the application. If funds are identified, the application will be purchased and installed during the next upgrade cycle. If funds are not identified, the request will be filed for review as a budget item for the next fiscal year. An agreement on funding the costs of annual license or maintenance upgrades will be determined with the requestors on a per application basis. This agreement will be recorded on the installation request form.
- Once the software has been procured, installation will follow the same steps as an application requested and provided by an instructor or a department
- If you are an instructor and would like to request that ITS purchase software for installation during the next upgrade cycle, fill out a Learning Commons Software Request form. (http://learningcommons.calpoly.edu/labs/lc_sw_install_request.pdf)

Requested applications, licenses, and costs will be reviewed yearly during the month of April. Usage metrics will be analyzed to determine need. Costs will be reviewed and discussed with the requestors of the application to ensure that licensing constraints are met.

Information Dispersal

The software currently installed in the Labs can be found on the CLO web site.

Changes that will be made to currently installed software during the next upgrade cycle will be published on the web site as well as in the Labs.

E-mail lists will be used to announce application changes for the next upgrade cycle. Please visit the CLO web site for more information.

Contact Information

Computer Lab Operations:

Web site: <http://labs.calpoly.edu>

Office: Building 12, Room 102F

Coordinator: Dan Inlow, 756-6090

Help Desk:

Web site: <http://helpdesk.calpoly.edu>

Location: Building 14, Room 114