



# Administrative Software Request

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## Description

The following outlines the procedural steps necessary to successfully request and have client based software installed on Administrative PC's in the college.

## Process

1. Requesting department identifies application need.
2. Requesting department verifies with User Services that current equipment meets minimum requirements for software install and operation.
3. Requesting department purchases software media and necessary licenses to comply with scope of request.
4. Please submit an online request form at the following location <http://itservices.tri-c.edu/desktopservices/service-requests.html> .
5. User Services verifies licenses and schedules installation.
6. User Services manually installs on identified systems IF Qty = 5 units or less.
7. User Services builds installation package IF Qty > 5 units.
8. User Services works will deploy as appropriate - SCCM, Login Script, etc. (If a larger percentage of clients require usage, User Services will also add to core image)
9. Patches, updates, revisions, and new versions are processed and applied based on critical urgency and by requests as appropriate.

## Unlicensed Software

\*No unlicensed software will be installed on any Administrative production client.

## Approvals

- The requesting department Supervisor, Director or next level Management approval is required to process any software installation request.
- Information Technology Services is final approver for all software installation requests.



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### ITS User Services Notes regarding Software Licenses)

The only type of software that you can use legally without a license is software you write for your own use. All others require some type of license from the author and using any of them without a valid license is illegal as well as taking a risk that you and/or the college may be sued for damages.

Software is protected by copyright laws written to protect the developers work product. It is the same as for a book author or music composer. When you purchase commercial software, you do not actually buy the underlying software code, you buy a license to use it (with a few exceptions) in accordance with the software license.

Under federal law in the United States, each violation carries potential fines that can easily total hundreds of thousands of dollars per software title. Institutions that have been found to be in violation in the past, have not only been fined but also restricted from using the software in question.

### Freeware, Shareware and Open Source software

“Freeware”, “Shareware”, “Open Source”: Each is a type of software license. It is a common misconception that they are available for anyone to use without a license. In many cases, they are not even free.

Even freeware—software that is available for use without payment—is covered by a license and users are obligated to comply with the license. Its authors are also protected by copyright laws whether you pay anything for their work or not.

Software provided to the public as “Open Source” and “Copyleft” come with the specific stipulation that the user may freely copy, examine and modify the source code, and redistribute the software to others (free or priced) as long as the redistributed software is also passed along with the copyleft stipulation or open source license.

If you need assistance with this process please contact:

[customercaretechsupport@tri-c.edu](mailto:customercaretechsupport@tri-c.edu) or dial HELP x4357

Thank you in advance for your corporation.

Sincerely,

User Services