



## Instructional Software Request

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To request the installation, modification or upgrade of software used for instructional purposes, including RAT/MARS/VC&D/TLC and other instructional areas excluding the CLE.

### **REQUEST SUBMISSION**

*Installation* - When software, drivers or plugins are needed for instructional purposes, please submit an online software installation request form at the following location <http://itservices.tri-c.edu/desktopservices/service-requests.html> . Basic information about your request including the type of software and license information will be collected.

*Removal* - When software, drivers or plugins are no longer needed and should be removed please submit the request referenced above. Indicate the removal by entering 'remove' in the software version.

*Timing* - A request can be submitted at any time including during a semester. For installations required at the start of a semester please submit requests at least two (2) weeks in advance of the semester start. This will allow for installation, testing and certification.

*Workflow* - Once submitted the request will be sent via automated workflow to the approver you have selected from the approver list on the electronic form. Typically your approver list will include your Dean, Assistant Dean or Program Manager.

*Response* - Once approved a technician will contact you within one (1) day for detailed information, licensing and installation media. The technician will communicate the timeline for deployment depending on the complexity of the request. Typically a request can be fulfilled for testing and certification within two (2) days.

### **CERTIFICATION**

Once the software has been deployed you will be notified on how and where you may begin the testing/certification process. You will be responsible for testing the deployments functionality within your instructional setting. When you are satisfied the deployment meets your instructional needs you will then certify for general deployment. Currently, we are in the process of automating the electronic request process for software certification. At present you will be provided a certification document to sign and return.

### **GENERAL DEPLOYMENT**

After certification, deployment to the instructional location(s) required will occur. After certification the software will be available for use in these locations within two (2) days.

If you need assistance with this process please contact:

Calvin Morgan (216) 987-3089

John Dolinar (216) 987-4354

Thank you in advance for your corporation - User Services