

## **Frequently Asked Questions: Installation of Software in the Academic Labs**

### **Q. What is the procedure for installation of software on a lab computer?**

**A.** Software installations occur through the ACS Software Request process. The guidelines for requesting the installation of software are available at <http://acs.edcc.edu>. Please contact Jessica Wallace (x1105) or Mike Yocom (x1306) regarding any questions you may have about this process.

### **Q. What documentation does ACS require before software can be installed in the labs?**

**A.** ACS needs documentation that shows how the software was acquired, the type of software license, and the number of licenses acquired. The following information must be available before ACS can install software on any academic computer:

1. Acquisition Documentation – ACS will need documentation that shows how the software was acquired.
  - a. Purchase requisition – The most common form of acquisition documentation is an EdCC purchase requisition. This documentation should be available for any software that was acquired with EdCC funds. A copy of the purchase requisition must be presented to ACS.
  - b. Donation documentation – Any software donated to EdCC must go through the EdCC Foundation to ensure proper documentation. A copy of this documentation must be presented to ACS.
  - c. Other – If the software was not purchased by or donated to EdCC, ACS needs documentation that states that it is okay for EdCC to be running the software.
    - Freeware or Shareware – Before freeware or shareware can be installed, documentation that states specifically that the software can be installed and used in a classroom setting or educational institution must be presented to ACS.
    - Special Cases – It is recognized that software may be made available for use in a class under other circumstances. The type of acquisition documentation required for these cases will depend on the situation. Please contact Jessica Wallace for direction in special cases.
2. Type of License - ACS will need documentation that states the type of license granted. Common licensing types are:
  - a. Machine licensing – Software is licensed to a machine requires that customers purchase a license for each computer on which the software is used.
  - b. Individual – Software is licensed to a particular individual (or position) and can only be used by the specified person (or position).
  - c. Volume – Volume licenses can cover a specific department, geographic area, or an entire organization.
  - d. Concurrent – A concurrent license allows a limited number of users to connect simultaneously to a software application.
3. Number of Licenses – ACS will need documentation that states the number of licenses acquired. Depending on the type of licensing, the documentation may state a hard number (e.g. 30 licenses) or a soft number (e.g. entire Computer Science department).

### **Q. If I provide all necessary information, will ACS definitely load the software requested?**

**A.** **Usually.** All software must be tested to make sure that it can run on the computers in the labs and that it does not conflict with existing software. Should a software conflict be discovered, ACS will take the steps necessary to resolve the conflict. This may require the involvement of one or more stakeholders utilizing the ACS Labs, and the exploration of one or more alternatives to affect a resolution. For more information please contact Jessica Wallace.

### **Q. May I distribute software that I use in my class?**

**A.** **In most cases, the answer is “no.”** Occasionally a software license will allow for the distribution of software under certain situations. If you plan to distribute software that is used in class, ACS must be consulted to ensure that the software meets two major criteria:

1. That documentation exists that states that distribution of the software is allowed by the software publisher.
2. That the software will not be harmful to other software in the lab image.