

Guidelines for the Software Request Process

- Lab images will not change during a quarter without communication to the Lab User Group.
 - Updates specified as “Critical Updates and Service Packs” by the Microsoft Windows Update site are evaluated and may be installed mid-quarter to minimize known security risks.
 - Updates to applications on a lab image will only be made under extenuating circumstances.
- As new or upgraded software consistently impacts the ACS Lab Image, a wait period of “one and one-half quarters” has been adopted for the inclusion of new or upgraded (i.e. a major version upgrade) software to the Lab Image. A major version change would be defined as, e.g., an upgrade from version 2 to version 3, or depending on the type of software, version 1.1 to version 1.2.
 - Minimizes the risk of damaging the ACS Lab Image at junctures critical to the successful deployment of the ACS Labs at the beginning of a quarter.
 - Minimizes the risk of impacting other classes scheduled to utilize software loaded on the same image.
 - Provide ACS and Faculty with the opportunity to test the impact of new/upgraded software against the known, stable image prior to the intensive work to prepare for a new quarter.
- Installation options for software must be agreed in advance at a Department level.
- Installation of multiple versions of the same software is discouraged.
 - ACS will flag any such requests to the Department for discussion before proceeding.