

	Guidelines: Software Distribution	No. 2010-2	Rev. 2-9-2010
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I. DEFINITION

These guidelines address the following concerning campus software distribution to WSU faculty, staff, and students. It outlines software distribution methods, licensing requirements, software authentication, and procedures for support.

II. DISTRIBUTION OPTIONS

Software purchased centrally and provided to the WSU campus community for WSU owned PC computers will be offered using one of the following delivery methods:

- ZENWorks through a current Novell Network login and delivered to the desktop
- Weber Virtual Lab (WVLs) web access
- Software Downloads link within the eWeber portal
- Mac computer image installations – accessing the campus KeyServer to manage licensing

III. SERVICES ENVIRONMENT

- 1) Software programs that work with our **ZENWorks delivery system** will be made available to all authorized users as determined by the licensing agreement. Software programs that do not work in the ZEN environment will be addressed on an individual basis.
- 2) Software purchased with a limited number of licenses for the campus users to share will be installed in a metered environment to ensure licensing requirements are met. The **Weber Virtual Lab (WVLs)**, running Citrix software, will be an online location for accessing software that needs to be metered in this way.

- 3) Software licensed for campus use that has a yearly version update will be maintained by providing the most current version in the ZEN environment and the previous version will be available through the WVL web environment for one academic year (Summer to Spring.)
- 4) The **Software Downloads** link within the eWeber channel will continue to provide specifically identified software to users for download to their work and/or home computers. These include, but are not limited to: Novell GroupWise, Cisco VPN Client (employee's only), and McAfee AntiVirus software.
- 5) All **Mac computers** running a Mac OS will be able to install and run campus licensed software provided the license verification can be established using the campus KeyServer.
- 6) Other installs where a network connection is not available can be made by a **local manual install** from CD or DVD by an authorized technical support employee.

IV. UNSUPPORTED SERVICES

- 1) Windows DOS programs are no longer supported and will not be available for installation or maintenance.
- 2) Software known as Freeware or Open Source software that is available on the web for download will not be made available through any of these distribution methods. **Be aware that some freeware has a restriction when used in an educational environment and special licensing may be required. Individual employees will be subject to any fines/fees associated with using software that is not properly licensed.
- 3) Software without an identified owner will not be distributed to campus.
- 4) Software that poses known security risks will be unsupported and retired immediately.
- 5) Software versions that are up to ONE year past the End of Life as designated by the software manufacturer will be retired and no longer supported.
- 6) Software that will not function in any of the current WSU supported delivery methods (See II. DISTRIBUTION OPTIONS.)

V. CONSIDERATIONS /PROCEDURES

End users will be responsible for the tracking of their own software if installed locally. Proof of licensing should be kept with the PC at all times and will be verified by the Auditors. Software purchased personally or through department funds for a campus machine must only be installed on the computer for which it was purchased. Centrally purchased licenses will be managed by

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Technology Services. Software that must be metered will be available only through ZenWorks or the Weber Virtual Lab.

All methods of distribution will meet the campus requirements but may vary according to the individual college needs.

Software version control will be managed by the Desktop Security/Software Analyst as new versions of software are released. New versions of software will be installed and made available for the next semester. All previous versions will then move to the alternate location on the WVL system for one academic year after End of Life. Campus users will be notified when new versions are being released to prepare for the switch.

VI. RESPONSIBILITIES OF SOFTWARE LICENSE HOLDER

- 1) The owner of a given software package requested for installation in any of these environments must be identified and proof of licensing must be given.
- 2) The software owner or designee will be the point of contact for the IT Service Desk.
- 3) In the absence of an identified owner, the software will be retired.
- 4) To request software be evaluated for availability using any of the above distribution methods, the requestor will complete and formally submit the request using the approved form. The request will be evaluated and an information response will be sent to the requestor with approval, rejection, or a request for additional information.
- 5) Requests that are approved should allow for up to three weeks for server installation and testing time requirements.
- 6) An annual review with the owner regarding usage, statistics, versions, etc. will be made to ensure the software is working as expected and to plan for necessary updates and/or changes.

Process for Making a Request

1. Formal requests can be made by going to the <http://help.weber.edu/FORMS.asp> tab and completing the Desktop Software Request form.
2. Each request should be filled out completely and submitted for timely installation and testing. Confirmation will be sent to the individual making the software request, along with information on the time line to test/implement.

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3. Requests for new software to be pushed out using ZEN 10, Weber Virtual Lab, or eWeber will need to be approved by the IT Council and/or CTC committee. Proper testing of the software will be performed in the WSU Standard environment to ensure availability to users.

VII. APPROVAL/COMMUNICATION

These software distribution guidelines have been approved by IT Council and the CTC committee. Communication of these guidelines will be done via Campus Bulletins, CTC members, and the ITs News quarterly flyer.