

## **SOFTWARE DEPLOYMENT REVIEW PROCEDURE**

Information Resources maintains a list of software and associated support levels which lists the available software and the level of support that can be expected for each product.

Information Resources clearly recognizes that faculty and staff have a wide range of needs that may not be met by currently supported software. In an effort to maximize IR resources, these documents provide faculty and staff with the information they need to make informed choices while allowing Information Resources to focus on providing support for a well-defined complement of products.

The following process outlines the procedures by which software is submitted to Information Resources for evaluation to determine an appropriate level of support; changes are made on an annual basis (February-March). Suggestions and/or recommendations for the next academic year should be submitted to Campus Technology Services.

Questions or comments on this process may be sent to Campus Technology Services.

### **Step-by-Step Evaluation Process for Moving/Adding Unsupported Software to Full or Limited Support List.**

**Step 1:** Faculty or staff contact Campus Technology Services to express interest in proposed software. The requestor shall receive and submit a "Request for Software Review" form to begin the review process.

**Step 2:** Information Resources technologists conduct an initial investigation and, if warranted, provide pertinent data and an evaluation copy of the software to the Software Review Team. If after review and discussion the team agrees with the initial investigation and grants conditional approval, the team moves to the next step.

**Step 3:** The Software Review Team evaluates the software as follows:

- Team selects a targeted Beta test group, i.e., graphic design, statistics, etc.
- If Beta tests are positive the team consults with appropriate support and administrative staff and others to consider:
  1. Implications for deployment in computing sites.
  2. Software/hardware procurement and distribution.
  3. Budget issues, both one-time and ongoing (for upgrades and the like).
  4. How the software/hardware relates to existing software/hardware already in use on campus.
  5. Training requirements.
  6. Resources necessary to support and how those resources will be garnered.

After favorable consideration of the above the team recommends deployment approval.

If the team does not recommend approval it may proceed as follows:

- Alternative software researched and reviewed by the team.
- Team consults with customer for appropriateness and suitability; upon agreement the team returns to the process above.

### **Evaluation Process for Software Version Upgrades**

In order to periodically upgrade supported software in a timely and orderly fashion the following steps will be followed:

Soon after new versions of supported software enter the marketplace the Software Review Team will:

- Acquire a copy of the software.
- Initiate a Beta test group comprised of Information Resources support personnel.
- Beta testers provide feedback to the Software Deployment Review Team (via e-mail, meeting, etc.).
- After review of Beta testing and consultation with support professionals the team sets a timeline for deployment.

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