4-5009 Software

(1) Support is offered to faculty and staff for the College-owned and approved supported software required for their job responsibilities. The list of standard and additional approved software can be found on the Supported Software list located on the IT web page. Support for standard software includes but is not limited to the following: operating system failures and errors, software failing to run/open, fatal error messages, password resets, software installations and updates, configurations for functionality such as mapping network resources or correcting monitor resolutions, and other issues.

(2) Software support does not include instruction on how to use software nor the changing of personal preferences (i.e. customizing toolbars, background colors or themes). Support for additional software is limited solely to installation. IT will not support software that does not appear on the Supported Software list, this includes privately owned software. Support may be limited if a computer in need of service has unsupported software installed. The user may be asked to uninstall the unsupported software before IT staff can proceed with troubleshooting.

(3) Procedure

   (a) Standard software is automatically installed on new or reassigned workstations by the Office of Information Technology (IT). Additional supported software will be installed by IT at the request of the individual users, department, or division. Requests for additions to the Supported Software list must be approved by the Technology Advisory Committee (TAC). This includes lab software as well as software for individual user workstations. Software covered under campus licensing agreements as well as software installed on campus laboratory computers will be retained in IT. All other software can be retained by the purchaser.

   (b) If a division, department, or individual user determines that there is a need for specialized software, IT should be consulted before software purchasing to determine license availability, existing license agreements, and other options that may reduce costs and to prevent redundant purchases. Software that is purchased through grants and special projects does not immediately fall within the terms of use for College support. The grant's principal investigator or Office of Research, Programs and Grants (ORPS) representative must consult with IT and complete the Technology Acquisitions Checklist prior to the submission of the grant application to determine if support can be provided.

(4) Evidence of legal acquisition (i.e. purchase, lease, grant, download, etc.) for unsupported software must be retained by the division chair or department head, or their designee. These records should be readily retrievable, and must clearly document software acquisition, distribution, and use. Installations are to be documented so that is clear what was installed, when, and by whom. Backup copies, if permitted, must be made in accordance with licenses or vendor agreements.

Authority: Article IX, Sec. 7, Fla. Constitution; Fla. Board of Governors Regulations 1.001 and 3.0075

History: Adopted 03-05-11; Revised 02-26-17 (technical amendment)