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**JACKSON COMMUNITY COLLEGE**  
**COMPUTER SOFTWARE SERVICE LEVEL TARGET**

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## **JACKSON COMMUNITY COLLEGE SOFTWARE SERVICE LEVEL TARGET**

### **1. PURPOSE**

- 1.1. Software policies and procedures are designed to provide optimal service to all clients (employees and students) in a cost-effective manner and in compliance with all regulations and laws. If you have questions concerning a particular policy or process, please review JCC's Responsible Use Policy or contact the Software Coordinator in Information Technology (IT).

### **2. POLICY**

- 2.1 JCC will respect all computer software copyrights and adhere to the terms of all software licenses to which it is a party.
- 2.2 No software available through the Information Technology department or any of its college sites may be copied unless permission to do so is explicitly stated on the disk or the software program. Unauthorized duplication of software may be grounds for termination of access, disciplinary review, expulsion, termination of employment, and/or civil/criminal penalties under the [United States Copyright Act](#).
- 2.3 No software available through the Information Technology department or any of its college sites may be distributed to clients, customers, contractors, students, employees, and others. Users may use software on local area networks or on multiple machines only in accordance with license agreements. Unauthorized distribution of software may be grounds for termination of access, disciplinary review, expulsion, termination of employment, and/or civil/criminal penalties under the United States Copyright Act.
- 2.4 Public domain software may be copied and shared because it is not subject to any copyright restriction. The software author has decided to provide this software to the public free of charge. Public domain software must be checked for viruses prior to copying or using..
- 2.5 Shareware is copyrighted software that the developer encourages you to use and then purchase. Shareware may not be used beyond the testing stage without being purchased. Site licenses can be negotiated for shareware.

According to the United States Copyright Act, illegal reproduction of software is subject to civil damages of as much as US\$100,000 per title infringed, and criminal penalties, including fines of as much as US\$250,000 per title infringed and imprisonment of up to five years.

### 3. PURCHASE CYCLE

JCC purchases software once each year. The software order is compiled by the Information Technology Software Coordinator and sent to purchasing. This applies to computer classroom and computer lab software. Purchase requests may be turned in at any time but purchase requests turned in after the deadline will be held for the next purchase cycle.

#### Purchase Request Deadline: December 1

All software orders for the next academic year must be received by Information Technology on December 1 of the previous Fall semester. For example: If you need software in Fall of 2005, your request is due December 1 of Fall 2004.

Installation of standard software ordered by December 1 is guaranteed by the beginning of the next Fall semester with the following exceptions:

Vendor out-of-stock  
Vendor late shipment  
Technical situation beyond control of IT personnel

Each of these may impact testing and release of software for classroom use. Please see **Testing and Release of Software for Classroom Use** below.

The Software Coordinator in Information Technology approves software to ensure software compliance, compatibility, and licensing. Purchase orders sent directly to Purchasing will be returned to the Software Coordinator for review. A complete record of all software is required to accommodate auditing by national and international software agencies and to ensure the support and upgrade of software. Software acquired will first be delivered to the Software Coordinator in order to complete the required paperwork. The Software Coordinator will complete registration, inventory, and media backup. The Software Coordinator will return this registration information to the software publisher. Software will be registered in the name of the organization. Non-standard, but approved, software will be delivered to the client for installation.

### 4. PURCHASE CAPACITY

It is the responsibility of the Software Coordinator to determine the number of licenses required. Sufficient licenses need to be purchased to accommodate:

- Course instructor(s)
- Course offering in a computer classroom
- Student access in an open computer lab unless open computer lab access is deemed unnecessary by the program coordinator.

Information Technology has developed a process for software access monitored by metering software. Metered software accommodates flexibility in the scheduling of computer classrooms. As of Fall 2002, all non-site licensed software was metered.

### 5. PURCHASE COST

Information Technology purchases standard software, e.g., Microsoft Office, Windows, etc. The purchase of specialty software necessary for instructional and administrative programs, e.g., Photoshop, Illustrator, PageMaker, Alchemy, Razor's Edge, CEO, are also purchased with Information Technology funds at the discretion of the administration.

## **6. SUPPORT**

Software not purchased through the above process is considered unsupported.

Extended trouble-shooting for software conflict is costly to JCC. Standard procedure for extended software conflict (supported or unsupported) includes reloading a computer with a standard load. Backup of computer files prior to the reload process is the responsibility of the user. The Solution Center is available to help users understand and complete backup procedure.

## **7. TESTING AND RELEASE OF SOFTWARE FOR CLASSROOM USE**

Information Technology must technically test software prior to deployment.

The Software Coordinator will notify department chairs through e-mail when software is available for testing. Department Chairs need to notify instructors using this software.

An instructor in an instructional setting must test software with the standard classroom load to ensure that the software load will serve instructional needs.

Instructors are urged to contact the Software Coordinator or the Solution Center prior to start-up of classes not only when a problem exists but also when testing is complete and no problem exists.

If software is ordered on time but received late due to software company difficulties, then extended effort from Information Technology and from faculty may be required to meet start-up deadline for classes.

## **8. FLEXIBILITY AND LATE REQUESTS**

Information Technology will make every reasonable effort to remain flexible in procedure for the benefit of instruction and administration unless requested flexibility negatively impacts mission critical operations. In particular, Information Technology will remain flexible in procedure when dealing with software company difficulties (release date changes, out-of-stock notices) and when dealing with instructional need to offer a course when the need to offer that course could not have been reasonably foreseen (e.g., technological advances).

Courses requiring software that was not planned for and the need could have been foreseen will be delayed until the following reasonable purchase cycle/semester.

## **9. UPGRADES**

Timing of software upgrades for JCC's computer labs and classrooms will be determined considering instructional needs and training needs. Instructional needs often demand the most current software. College needs demand training/time when upgrades occur. In order to meet both, a dual boot will be offered in classrooms/labs if needed.

## **10. SOFTWARE ACCESSED VIA THE WEB FOR CLASSROOM USE**

Web applications (applications owned by corporations, installed off-site, and accessed using the World Wide Web) are increasingly used by instruction. Support is limited to ensuring that the JCC web connection is operational and, if we are notified, that any other appropriate software is installed

## **11. RETIREMENT OF SOFTWARE**

The following criteria will be used when determining if classroom software needs to be retired:

- Does the software run with current operating system without conflict?
- Does the software run with current operating system and without conflict with other software?
- Does the software run with current operating system and without excessive maintenance?
- Has the software been determined cost effective?
- Is the software sufficient for task and does it provide optimum learning experience for students as defined by faculty?

## 12. CLIENT REQUEST TO INSTALL SOFTWARE

### **Software Install Account (SOFTINSTL)**

The SOFTINSTL Account is made available to all JCC Employees who need to install software locally onto their office computer(s). The SOFTINSTL account has the ability to install software, add hardware, disk manage, and format the hard drive. The SOFTINSTL account cannot be used to install software in computer classrooms / labs.

User Name: SOFTINSTL

Password: this password changes daily

The SOFTINSTL account will expire at 12am (midnight) daily.

### **Requesting Use of SOFTINSTL Account**

Client may request the use of the SOFTINSTL account through the Solution Center via email. The email request will contain the:

- name and version of all applications to be installed on the computer.
- business need for use of each application.
- tag number of the computer(s) to be used for installing applications.
- date when the client is available to install the application(s).
- name of proxy (person helping the client with the software installation).

The Solution Center will create a work request with the information provided by the client. The Solution Center requires 16 business hours advance notice. The client must contact the Solution Center when ready to install the applications and have their work request number available. Solution Center staff will distribute the account name and password to the client and/or proxy only.

### **Software Support**

Information Technology supports JCC standard software only. Non JCC software installed by the client is supported by the software vendor.

Information Technology reserves the right to decline the installation of software that is determined to be harmful to the computer or the JCC network. Information Technology evaluates software security by using the following criteria: (1 being major security risk, 4 being minor security risk)

1. Known security holes/flaws in the software. Security holes may or may not be patchable. Information Technology may require the current version and software patches are installed.
2. The software's capability/requirement to access internet resources
3. The software's capability/requirement to access local network resources
4. The software's capability/requirement to access the local computer

If the client still requests to install the software after known security risks have been communicated, the client must contact the Information Technology Director for approval to reinstall the software. The Information Technology Director will take the request to the Executive Council for approval.

### **Problems after Installing the Software Using the SOFTINSTL Account**

The client may encounter problems after installing software. The software may not work due to the following reasons:

- Software will not run without administrator access to the computer. \*FullArmor may need to be elevated to run the software.
- Software blocked by the JCC firewall.
- Software executable blocked by \*SofTrack metering.
- Software was improperly installed.
- Software updates require administrator access (client may need to contact the Solution Center for SOFTINSTL account to perform software updates).

Technology Director to request approval to continue use of the software or to request additional support by Information Technology staff to troubleshoot the software. The Information Technology Director will take the request to the Executive Council for approval.

\*FullArmor is a software extension that allows the college to easily manage local settings on JCC computers from a centralized location. This software makes it possible for fewer IT staff to be able to manage a greater number of systems.

\*SofTrack is metering and auditing software used to limit the number of software applications that can be opened at one time. This allows the college to buy a smaller number of software licenses and use those licenses on more computers. SofTrack also tracks the number of software licenses used and inventories the applications of software installed on all JCC computers.

### **Acceptance to Using the SOFTINSTL Account (agree at login)**

This acceptance is effective after clicking on the **I accept** button. The term (“I”) is defined as the client or proxy installing software on the computer.

I acknowledge:

- the software I am to install on this computer is the only one(s) specified in my work request to the JCC Solution Center.
- the computer(s) used to install software with the SOFTINSTL account is the one(s) specified in my work request to the Solution Center.

I understand:

- the SOFTINSTL account has the ability to install any software applications to the local hard drive including harmful software that may seriously affect the performance of this computer or the JCC network.
- some software applications may not work after installation as they may be prohibited by the JCC firewall or cannot run on this computer under power user status.
- if Information Technology determines the software is harmful to the computer, causes a security breach to the JCC network, or requires additional support by Information Technology staff, this computer will be reloaded and the software will not be reinstalled on this computer.
- if this computer is compromised and causes a major security breach, Information Technology may physically remove the computer from the JCC network and its location.
- I am responsible for the installation of the software on this computer.
- if I have problems installing or using the software installed by me on this computer I am to contact the software vendor for support.
- if the software is blocked by the JCC firewall then I will need to contact the Information Technology Director for approval to use this software.
- I am responsible for any data stored on this computer by the software I install and that Information Technology is not responsible for backing up any data stored locally to the computer.
- I will not use this computer or run applications while logged in as the SOFTINSTL account.
- I will not distribute this SOFTINSTL account user name and password to other JCC Employees and/or JCC Students.
- the terms and conditions of the JCC Responsible Use Policy.
- that Information Technology has the ability to inventory the software installed on this computer(s) before and after the SOFTINSTL account is used.
- I am expected to agree to copyright and software licensing laws and I am personally liable.

I Accept

### **13. WEB ACCESS TO SOFTWARE INFORMATION**

Information Technology provides an up-to-date web page detailing software information for JCC:  
<http://www.jccmi.edu/InfoTech/Software>

### **14. SOFTWARE/SERVERS SUPPORTED OUTSIDE OF INFORMATION TECHNOLOGY**

For support to software/servers that are not supported by Information Technology:  
<http://www.jccmi.edu/InfoTech/SolutionCenter/ExternalServices.htm>