

NC STATE UNIVERSITY

College of Design

William Keating Bayley Information Technology Laboratory

Policy on Implementation of New Software and Software Upgrades for Information Technology Laboratory and Departmental Computing Clusters

Need for Policy

The number of College IT Lab and Cluster computers and the need to integrate with university-wide resources make it necessary to coordinate closely with the University Office of Information Technology (OIT) and other units to provide production-level service to the College. It is becoming more and more complicated to add to or change the software configurations on the College of Design's IT Lab and Cluster computers. We must rely on the collaborative work of our IT staff and others for the customized configurations of the College computers.

The College must develop deadlines to integrate requests for software changes on College IT Lab and Cluster computers. Late changes to the software configuration in the labs have historically caused problems for the faculty requesting the change; as well as students, the IT department staff, and faculty teaching other courses on the same computers. Adding or changing software configurations during a semester can also cause similar problems. Software changes must be thoroughly tested before going into production.

Every effort should be made by departments to meet course development deadlines and to include the software requirements in that development. Other deadlines, such as those for ordering textbooks and scheduling courses are already in place. Software requests fall into this same category of deadlines for course development.

Time for the purchasing and licensing process must be considered as well. Budget issues, contract negotiations, purchasing, and shipping all add to the time needed to integrate software.

Process for Requesting Software

Software for the IT Labs and Clusters is based on curricular needs. Faculty should contact their departmental representative for the College of Design Technology Committee with requests for software. The committee will consider requests by balancing curriculum, budget, support, and technical issues.

Deadlines for Software Requests Each Year:

Fall Semester (Early August Implementation): Requests for software installation or upgrades must be received by the College IT Department by **April 15**. Media and licensing agreements must be received by the College IT Department by June 15. Software versions will be frozen by July 1 for final testing before deployment.

Spring Semester (Early January Implementation): **Minor** software adjustments may be possible before each spring semester. Requests for software installation or upgrades must be received by the College IT Department by **October 15**. Media and licensing agreements must be received by the College IT Department by November 15. Software versions will be frozen by December 1 for final testing before deployment.

Summer Sessions (Early May Implementation): **Minor** software adjustments may be possible for summer sessions. Requests for software installation or upgrades must be received by the College IT Department by **March 1**. Media and licensing agreements must be received by the College IT Department by April 1. Software versions will be frozen by April 15 for final testing before deployment.

Security updates and bug fixes will be scheduled during university breaks, such as Fall Break, Spring Break or other times the IT Lab is closed for a day or more.