

Getting Software on the ITS Lab & Classroom Computers

Information Technology Services maintains the software on the computer systems in the public labs, computer classrooms and technology enhanced classrooms for use by faculty and students. In addition to the Hamilton Standard software, ITS will install and maintain software requested by faculty for their use in teaching, or as needed to support student research.

The labs and classroom maintained by ITS are part of the "general access" teaching facilities – that is, any class from any discipline may be scheduled into one of these spaces at the sole discretion of the registrar. It is therefore necessary for ITS to maintain the same software on all systems in all of these spaces, to the extent the technology makes this possible. The only exception to this is Burke 001, KJ 225 and the Multimedia Presentation Center.

Certain procedures need to be followed when proposing new software for the ITS supported labs and classrooms to ensure the most stable and reliable service possible while supporting a diverse set of teaching needs. These are:

- The request for software must come from a faculty member who will be using the software.
 - ITS assumes that the requesting faculty member will become the Hamilton College "support" person for the software. We don't have the staff time to thoroughly learn and support every program currently in use for teaching. We can install the software and perform rather limited tests, which only insure test that the software "plays nicely" with all the other software on the computers. For example, we will test launch the software, attempt to open one or more example files, if they exist, try to save a file, and try to print. Beyond this level, the support must be provided within the academic departments themselves. We'll be happy to do more meaningful tests, if the faculty member can provide us with the test input data, instructions for correctly processing the input, and an example of what correct output is.
- The correct number of licenses must be purchased, and ITS must receive a copy of a document indicating the number of licenses purchased.
 - When software is expected to be used by a single department, that department will be responsible for the cost of the licenses. If software will be used by several departments, ITS may purchase the licenses for use by the entire community, if budgeted resources make this possible.
 - The exact number of licenses needed for purchase will vary according to the license restrictions of the vendor. Whenever possible, ITS will configure the software to be "keyserved", so that only the number of licenses needed for concurrent users is purchased. Otherwise, we will need a special site license, or the correct number of "per seat" licenses for the systems we support. For example, if a program can be keyserved, and the faculty member believes no more than 30 students will ever be using the software at any one point in time, then we can buy 30 licenses. If that same software could not be keyserved, and needed to be available on the ITS Macintosh Classrooms & Labs, then approximately 90 licenses would be needed.
- ITS must receive a copy of the original installation software, to be kept within ITS.
 - In most cases, a copy of the CD or other media can be made by ITS, and the original CD or other media will be returned to the purchasing department. We need this media available in our offices, to assist in recovery of "broken" systems, or system images.

- No software will be made available in the labs or classrooms until it has been tested for compatibility with software already resident in those spaces.
 - We have special systems available in our machine room which allow us to add a new piece of software to an existing set, or “image” for the classrooms. Once the new software is installed, we retest all of the software in the new set, to insure that the new software did not break anything that had been working before. Only after this testing process is complete will the software be distributed to the labs.
- ITS needs at least 2 weeks from the time the media is received by us before we can get it on the image. This can be a lengthy process, particularly during the academic year when support requests are numerous.
 - The software will be updated once a month during the academic year. These updates will be timed to coincide with the updates to the Sophos Anti-virus software, which must be made monthly.

For questions or comments regarding this document, please e-mail docxteam@hamilton.edu.