

COA Lab Software Policy

Prepared at the March 06, 2012 CoA IT Committee Meeting

- COA will communicate all changes and needs to OU IT at the end of each semester using the Software Inventory Spreadsheet completed by the COA IT committee.
- COA IT committee will give OU IT the updated Software Inventory Spreadsheets at the last IT Committee meeting of each semester.
- IT will reimage and reinstall requested new versions of software during the summer break and during the winter break;
 - *all updates will be finalized before the semesters start.*
- If changes are needed at an interim period, approval must come through the COA IT committee.
 - *OU IT will be notified of any changes needed at an interim period through a request from the COA IT committee.*
- IT contract currently provides for changes at any time with a 3 week turnaround.
- **COA Software Sponsor and User guidelines**
 1. One sponsor for each software application.
 2. Sponsor communicates any information about the software to the other users.
 3. Sponsor tests new versions after installed in lab.
 4. Sponsors and users provide software with license to IT where applicable.
 5. Sponsor will help users create tickets and troubleshoot software issues.
 6. Users communicate information, problems and any requests about the software to OU IT through the Sponsor and the COA IT committee.