

## Procedure for Requesting Software for Computer Lab Loads

Within the last month of the semester, Help Desk sends out email to department heads, program coordinators and others who traditionally request software for labs, asking for software load requests for the next semester. (In Spring, the request asks for both Summer and Fall load requests.). In the email, a closing date near the end of the semester is provided. This ending date gives Technical Services time to assess the requests and provide questions or comments back to the requestor prior to end of semester.

Requestors may review current load information on the Web at <http://softwareloads> ; if no action is taken, the load will remain the same. Requested changes may be submitted using the Web request form (step 2 at <http://softwareloads>); however, other means of submission are acceptable (email to Help Desk, paper listings, etc.).

Once the ending date has passed, the Web request page (i.e., step 2) is disabled and replaced with a Web page directing late requests to the Manager, Technical Services. Approximately 10 days before start of the next semester, loads are finalized, tested and the ghosting process proceeds as needed. Once labs are ghosted they are locked down and under configuration control. Software ordered and not yet received and/or late software requests are processed as soon as possible, but may be delayed due to lab availability, testing required to ensure operability in the lab, or other factors.

The Web page also provides the ability to schedule a time (step 3 at <http://softwareloads> ), just before the next semester begins, to review the lab load with the technician. This is an excellent time to go over requested software and verify the load.

Once the semester is in session, additional software needs should be communicated to the Help Desk and the Manager, Technical Services. Every attempt will be made to accommodate these requests while maintaining the integrity of the labs for all instructors and students.