

Computer Lab Software Installation Policy

Section 1 - Definitions

(1) For the purpose of this policy:

- a. University - Refers to Southern Cross University.
- b. PC - Refers to personal computers (both Window and Macintosh platforms).
- c. SOE - Standard Operating Environment.

Section 2 - Policy Statement

Part A - Policy Declaration

(2) This policy covers the installation of software onto servers or workstations in student computing labs of Southern Cross University at Lismore and Tweed-Gold Coast campuses. The Coffs Harbour Education Campus shared student computing labs are covered by a separate SLA.

Part B - Policy Description

Objectives

(3) This Policy has been developed for Southern Cross University and forms part of the SCU Policy Library.

(4) The purpose of this policy is to set out guidelines, governance, code of practice and acceptable use of software in the University's student computing labs.

Scope

(5) This Policy applies to:

- a. All student computing facilities owned by the University at Lismore and Tweed-Gold Coast campuses. (Coffs Harbour Education Campus shared student computing facilities are not solely owned by SCU and are covered by a separate SLA and policy.)
- b. All users of University computing facilities.

Part C - Content and Implementation

(6) Software is the computer coded instructions, or programs, given to the computer. Software is classified into two broad categories, the operating system (for example, Windows XP) and the application programs (for example, a web browser, a word processor, spreadsheet, others).

(7) The University requires, where possible the use of standard software to minimise costs, enable the provision of effective support and provide compatible software throughout the University.

(8) This Policy addresses detail necessary for the overall Installation of Software into Computing Labs Policy to operate effectively. It covers the areas of:

- a. Access and Availability;
- b. Software Use;
- c. Security;
- d. Management and Monitoring; and
- e. Advice and Assistance

Part D - Access and Availability

Site Licensed Software

(9) A range of software is available to staff and students as negotiated by Technology Services with the licensed vendors.

(10) This software is available to SCU staff and students only and it is illegal to duplicate this software or make such software available to persons not affiliated with the University. If software is provided for use on personal computing equipment, this software must be removed once the staff member or student is no longer affiliated with the University.

Standard Operating Environment

(11) Technology Services develops, maintains and publishes a Standard Operating Environment (SOE) for use on University computing equipment.

Mandatory Software

(12) The University reserves the right to install mandatory software on all computing equipment. All SCU computers must have anti-virus software, automated updates and remote support utilities.

Software for Student Labs

(13) All requests for the installation of software in the general purpose computing labs must be made through Technology Services (Refer to Section 4- Procedures).

Software Use

(14) A user must abide by all software license agreements. The University is committed to ensuring that the use of software abides by all relevant legislation.

Software Installed/Stored on Shared Resources

(15) Software cannot be placed on a server or a network where it would be available to non-licensed users for use or copying.

(16) Unauthorised placement of software on a network or server may allow a breach of copyright or license agreement.

Uploading or Downloading of Unauthorised Software

(17) Southern Cross University staff and students shall not download or upload unauthorised software over the Internet as it is a breach of the [Copyright Act 1968](#).

Software use for Commercial or Profit activities

(18) Southern Cross University staff and students are not permitted to use SCU software for personal business or personal gain.

Personally Owned Software

(19) Personally owned software must not be installed on University equipment unless authorised by Technology Services.

(20) Licenses for such software must be kept with the equipment, upon which it is being used, at all times.

Students Installing Software

(21) Students shall not install software on student computer lab equipment. Only authorised personnel are allowed to install software on University computers. Violations may result in disciplinary action as outlined in the University's Computing Conditions of Use Policy, Part I, clauses (49) to (51) on Non Compliance.

Security

(22) All software master copies and license certificates will be kept in a secure location and will only be accessible to authorised personnel. In the case of individually licensed software, the licence must be located with the equipment.

Management and Monitoring

(23) For the purpose of compliance with [Copyright legislation](#) and licensing agreements, the University reserves the right to audit and remove software from any University owned computer.

Misuse of Software

(24) Southern Cross University staff or students learning of any misuse of software or related documentation within the University shall notify their Head of Work Unit and/or the Director, Technology Services. All Southern Cross University employees have an obligation to help ensure that the University does not become involved in any possible copyright or license breaches.

Policy Violations - University Action

(25) All Southern Cross University employees have an obligation to comply with University policy. Any violations of this policy should be reported to the Director, Technology Services.

(26) Violations of the Policy may result in disciplinary action and/or a criminal prosecution as outlined in the University's Computing Conditions of Use - Non Compliance section.

Support

(27) Technology Services will support all software listed on the University's Standard Operating Environment.

Advice and Assistance

(28) For further advice and assistance, please contact the relevant IT Service Desk.

- a. Lismore Campus - Email servicedesk@scu.edu.au or Phone: 02 6620 3698
- b. Tweed/Gold Coast Campus - Email servicedesk@scu.edu.au or Phone: 02 6620 3698
- c. Coffs Harbour Campus - Email chec.servicedesk@scu.edu.au or Phone: 02 6659 3080

Section 3 - Responsibilities and Approvals

(29) The Client Services Manager will review the policy periodically to ensure it remains valid and consistent.

(30) The Director, Technology Services, is responsible for ensuring that the policies for installation of software into student computing labs is observed with regard to the facilities under the control and management of Technology Services.

(31) The Executive Director, Corporate Services will recommend to the University Executive appropriate policy to meet the legislative and operational needs of the University.

(32) The Head of each Faculty/School/Department/Centre and Directorate is responsible for providing education and awareness to ensure that all staff associated with their area complies with the Policy for Installation of Software in Computing Labs.

Section 4 - Procedures

Part E - Software Installation Request Procedure

(33) Any request for the installation of software onto University servers or workstations in the student computing laboratories must abide by the following criteria:

- a. The full installation package (CD-ROM, diskettes, zipped or self-extracting files, etc.) along with the installation manuals must be delivered to the appropriate Technology Services staff.
- b. Delivery of all authorised software licenses. The software sponsor is responsible for obtaining all relevant licences or permission for use (written evidence must be supplied.)
- c. Software is updated in the student computer labs twice per year only - at the beginning of each semester.

(34) Technology Services staff must have all available resources, authority and time necessary to complete any software installation.

Part F - Delivery of Installation Request

(35) Technology Services staff must follow the following criteria for any request to have software installed in the student computing laboratories in order to avoid time delays and other potential obstacles.

- a. Indicate whether the 4-week lead-time will be adequate.
- b. Indicate to the requestor an estimated date of delivery.
- c. Arrange a time for the requestor to test the software.
- d. Provide a brief user guide on how to locate the software, which users are authorised to access and use the software, and how the software is installed and configured.
- e. Ensure that the testing is conducted in a lab environment using relevant PC's or Macintosh's and including printing. At this stage all access to the software is restricted to testers.
- f. Once the request has successfully tested the software, Technology Services staff will ensure that the requestor completes a Software Applications Acceptance Testing form.
- g. When acceptance testing and acceptance is completed, the software will then be released for use by the target audience.

Part G - Post Acceptance Testing Issues

Software Failure

(36) The requestor is to notify Technology Services in writing of any failure of a software component after acceptance testing. Technology Services staff will indicate an approximate time for assessment of this job after considering the urgency and other priorities. Failure of installed software must be considered as a new job as a remedy may require considerable time and resources.

Installation of Extra Modules of Previously Installed Software

(37) The installation of new modules of previously installed software is to be considered as a new job request and will follow the same guidelines. New modules of software can require the same amount of time and planning as new software.

Status and Details

Status	Historic
Effective Date	14th August 2012
Review Date	14th April 2015
Approval Authority	Vice Chancellor
Approval Date	10th August 2012
Expiry Date	17th February 2019
Head of Work Unit	Naomi Downs Chief Information Officer
Enquiries Contact	Naomi Downs Chief Information Officer