



No. IT\_08

### **Policy Name: PC software standards**

#### **Objective:**

Provide guidelines for purchasing and installing software on company PC's

#### **Applies to:**

All employees

#### **Key guidelines:**

The purpose for this policy is to explain company software standards and to identify the levels of technical support available to the company employees from the IT Department.

#### **Applicability**

1. This policy applies to all employees of the company requesting the purchase of new computer software and who desire computing support for that application from the IT technical support team.
2. The following software standards have been established to ensure efficient and cost effective use of company computing assets:
  - To help ensure compatibility between applications and releases
  - To provide more effective system administration
  - To assist in the computer planning process and enable the realization of long term goals and the future computing vision
  - To ensure cost effective purchasing
  - To enable effective tracking of software licenses
  - To provide cost effective end user software training
  - To facilitate efficient and effective technical support effort

#### **Technical Support**

- Software support is provided at several levels and is based on whether the software is the company enterprise standard or department specific.
- The IT Department will not provide support for evaluation software, personally purchased software, illegal copies of software, screen savers, shareware, and non-network software that is not included in the standard software list.
- Software applications determined by IT technical staff to cause computer problems with the company's standard network software will be removed.

### **IT Department's Role In The Purchase of Hardware And Software**

- Assist departments with evaluating new business software solution.
- Act as liaison for departments when dealing with computing vendors.
- Recommend and evaluate the tasks/jobs/functions to be accomplished via the new software product.
- Assist with hardware and system requirements.
- Install the software as needed.
- Enforce company hardware and software standards.

### **Standard PC Equipment and Software List**

- Standard PC hardware and software configurations are posted on the company's Intranet web site in the IT Department section.
- Contact the Systems Support Manager of the IT Department for questions pertaining to company standards.

### **Requesting Standard PC Equipment and Software**

- Equipment and software requests that are covered by the company's PC Equipment and Software Standards List will be provided quickly as long as appropriate approvals are granted.
- The steps that follow outlines the process for purchasing PC equipment and software:
  1. Complete the **PC Equipment and Software Request** form. (See example in SAMPLES section)
  2. Gain approval of the Department Manager
  3. Submit request to IT Department's Systems Support Manager.
  4. The IT Department will review the order and forward to Purchasing or will contact Requestor for clarification as needed.
  5. The IT Department or Purchasing Department are available for follow-up questions regarding your order as needed.

### **Request for a Variance from the PC Hardware or Software Standard**

- Complete the "Request for a Variance from the PC Hardware and Software Standard" form.
- Practical and sufficient justification is a key part so be concise in building your case for deviating from the standard.
- Gain approval of the request from your Department Manager.
- Submit the request to the IT Department's Systems Support Manager for review.
- Your request is reviewed and either approved or declined based upon justified reasons presented and the IT Department's ability to support the new configuration within the company's network.

**Samples:**

**A. Standard PC Equipment and Software Request**

This form should be used for most PC equipment and software orders. It assumes you have familiarized yourself with the standard configuration list for PC computers and software available from the company's Intranet site in the IT Department section.

<b>XYZ Company</b>	
<b>Standard PC Equipment and Software Request</b>	
<b>Requestor:</b> _____	<b>Dept:</b> _____
<b>Title:</b> _____	
<b>Signature:</b> _____	
<b>PC is for:</b> _____	
<b>Responsibility:</b> _____	
<b>Physical location:</b> _____	<b>ID:</b> _____
<b>Reason:</b> _____	
<b>New</b> ___ <b>STD01</b> ___ <b>STD02</b> ___ <b>STD03</b> ___ <b>Laptop</b> ___	
<b>Upgrade</b> ___ to <b>STD02</b> ___ to <b>STD03</b> ___ to <b>Laptop</b> ___	
<b>Add peripherals:</b>	<b>Add software titles:</b>
Desktop printer ___	MS Access ___
Scanner ___	MS Frontpage ___
External modem ___	Adobe Acrobat ___
	VISIO ___
<b>Date needed:</b> _____	

**B. Request for a Variance from the PC Hardware or Software Standard**

Requests for PC equipment or software not listed in the company's PC Standard Equipment and Software List must be reviewed and approved by the IT Department before purchasing and installing. The form below will highlight your request in order to expedite the review and response to your need.

Pay close attention to the **Reason and justification** section. Variances from the company's standards are reviewed closely for compatibility and justification of need.

<b>XYZ Company</b> <b>Request for a Variance</b> <b>from the PC Hardware or Software Standard</b>	
<b>Requestor:</b> _____	<b>Dept:</b> _____
<b>Title:</b> _____	<b>Phone:</b> _____
<b>Signature:</b> _____	
<b>PC is for:</b> _____	
<b>Responsibility:</b> _____	
<b>Physical location:</b> _____	<b>ID:</b> _____
<b>Special PC equipment or software requested:</b> _____ _____	
<b>Special vendor required:</b> _____	
<b>Vendor contact:</b> _____	
<b>Reason and justification</b> (be specific): _____ _____ _____	
<b>Date needed:</b> _____	

**For questions, call:**

For questions or comments, please call your IT Department at Ext. 5555.

**Last revision date:**

December 12, 2003