Educational Computer Lab Imaging and Software Update Procedure

The WVUP IT Department is responsible for evaluating, testing, installing, maintaining, and documenting all software and operating systems that are installed in the WVUP computer labs, classrooms, computer carts, and IT provisioned temporary laptops. (All items referred to as lab computers from this point forward unless specified.)

Standard Software

The IT Department has a list of software that is standard in all Windows operating system labs.

- Microsoft Windows 7 Operating System
- Adobe Flash Player
- Adobe Reader
- Internet Explorer
- Java
- Microsoft Office
    - Access
    - Excel
    - PowerPoint
    - Word
- MyITLab Core Files
- Pearson LockDown Browser (MyMathLab.com)
- Respondus LockDown Browser (WVU eCampus)
- Skype
- Symantec Endpoint
- VLC Media Player
- Windows Media Player
- ZoomText 9.1 (USB keys issued by Disability Services Office)

Specialized Software Installation Requests

In order for specialized software to be installed on lab computers, faculty must follow and be aware of the following procedures and processes. These procedures are in place to allow the IT Department the time to test and confirm all specialized software can co-exist on lab computers. If specialized software is not submitted in a timely fashion, there will not be adequate time to complete required functionality and compatibility testing before the semester begins.

1. Faculty members must provide the IT Department with license information regarding the software and a copy of the software installation media **at least 45 days prior to the start of the fall, spring, or summer semester.** The IT Department will notify full time faculty members two weeks prior to the 45 day mark. The IT Department will maintain a copy of the license

information and software installation media. The original media and license information will be maintained by the requesting faculty member or by the IT Department.

2. Software requests can be made using the [Classroom Software Request Form](). Division Chairs will be automatically notified of all software requests.

3. The IT Department will install, test, and document the installation of the software on a computer designated as a testing computer. IT staff members will ensure that the software does not conflict with any other software. Faculty will be notified during the 45 day trial and asked to test the software in order to ensure that it will work proper for intended class.

4. If the software testing is successful, it will be installed on the lab computers prior to the beginning of the semester.

5. Pre-existing specialized software will be **automatically installed** on the lab computers every semester until the faculty member requests that it be removed. Faculty will not have to request the re-installation of the same specialized software each semester.

6. The faculty member that initially requested the software installation and the faculty member's Division Chair will be the contacts if the IT Department needs to consult with the faculty member regarding the software.

7. Faculty should contact the IT Department **prior to evaluating or purchasing software** to be used on lab computers. The IT Department will be able to assist with decisions regarding software purchases.

8. If a faculty member requests that specialized software be installed after the 45 day testing period or during the semester, the IT Department may not be able to accommodate the request in a timely manner.

9. If a faculty member requests to use any web services (MyITLab, MyMathLab, etc.), IT staff must confirm that the web service is compatible with all other standard software.

Specialized Software Updates and Upgrades

1. Software updates are patches or additions to pre-existing specialized software. If the IT staff becomes aware of updates available for specialized software, IT staff will inform faculty that there are updates available. If a faculty member becomes aware of updates available for specialized software and would like the update to be tested and deployed, they will need to inform IT staff.

2. Software upgrades are new versions of pre-existing specialized software. This means that the old install must be wiped out and the new version be completely installed. If a software upgrade is made available, the Specialized Software Installation Request must be followed.

3. Faculty members do have the option to not update or upgrade specialized software. If for any reason the software is not automatically updated, IT staff won't incorporate the update or upgrade into a new image until it is signed off by the requesting faculty member.

Software and Operating System Installation Procedures

1. Computer lab imaging consists of copying a complete installation of standard and specialized software and operating systems to a lab computer. This process erases all data stored on a computer and replaces it with a 'clean' image. If any information is erased it is not retrievable.
2. Lab computers will be imaged prior to the beginning of the fall and spring semesters each year. As needed, lab computers can be imaged for the summer semester. The IT staff will try to ensure that lab services are not interrupted during the semester for imaging purposes.
3. The **computer lab image will be updated at minimum two times a year**. A computer will be setup with the new software image for faculty to test and ensure that specialized and standard software is functioning satisfactorily.
4. IT staff members will ensure that all lab computers receive all critical operating system and virus system updates in a timely fashion.