



Texas Wesleyan University Information & Communication Technology

Software Upgrade and Support Policy

This document defines policies for upgrading and supporting software in offices, work areas, classrooms, General Access Computer Labs and Departmental Teaching Labs.

Baseline Software:

Information & Communication Technology (ICT) will provide support for only the most current versions of each baseline software package.

University upgrades to the newest version of supported baseline software occur during the Summer/Fall imaging cycle. In the event that a machine is unable to run the current versions of software, ICT reserves the right to offer full support for earlier versions on a case by case basis, until the machine has been upgraded.

All new hardware purchases will come with the newest version of supported baseline software installed.

Non-Baseline, Site Licensed Software:

ICT will only provide installation support for non-baseline, site licensed software packages.

The individual and the requesting department must support specific questions about the operation of non-baseline, site licensed software. It is impossible for ICT personnel to gain more than a rudimentary knowledge of an application and sometimes unique operations of the many software packages available in the labs. If technical problems arise, ICT will work with the individual/department to resolve these problems.

University upgrades to the newest licensed version of software will occur during the Summer/Fall imaging cycle. In the event that a machine is unable to run the current versions of licensed software, licensing agreements to use the previous software version will be developed on a case by case basis, until the machine has been upgraded.

Discipline-Specific Software:

ICT will only provide installation support for discipline specific software.

The individual and the requesting department must support specific questions about the operation of discipline-specific software. It is impossible for ICT personnel to gain more than a rudimentary knowledge of an application and sometimes unique operations of the many software packages available in the labs. If technical problems arise, ICT, in conjunction with Academic Technology, will work with the individual/department to resolve these problems.

Unlicensed Software:

In compliance with state, federal, and international laws, ICT will only provide removal support for unlicensed software. Any software not accompanied by a legal license with the manufacturer's terms of use will be considered unlicensed.

Unlicensed software is subject to immediate removal from university-owned machines upon identification.