

# Coulter Faculty Center Supported Desktop Software Policy

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The Coulter Faculty Center *List of Supported Software* is software that is supported by the Coulter Faculty Center with various levels of service ranging from full support, to “best effort” support. Unsupported software must be fully supported by the end-user. Coulter Faculty Center *Supported Software* is software that is critical for the operation of the university or is broadly used by the campus. It also includes the operating systems and system utilities that the university requires.

Request for changes to the listing are submitted to the Director of the Coulter Faculty Center. The Director evaluates applications for possible inclusion in the *List of Supported Software* using a Software Evaluation Team, which uses the criteria listed below. The Software Evaluation Team determines technical issues and concerns, project cost, impact, and recommends the feasibility of adding the software to the list. The Software Evaluation Team will review their recommendation with the appropriate Information Technology Policy Council Advisory Committees for their input. The Team will also consult with the faculty/staff requesting changes to the list. The team will submit a summary of its findings and recommendations to the Director.

The supported software listing is revised at least annually to determine additions or deletions in titles as well as modifications to supported versions. Changes to the list will be approved by the Director. Disputes concerning software to be included on the Coulter Faculty Center *List of Supported Software* may be referred to the Director.

Criteria for Determining Changes to the List of Supported Software:

- Compatibility with institutional hardware, operating systems and other supported software
- It is a major product in its category
- Version/product end-of-life/vendor support
- Impact on campus users (functionality, population size, critical nature)
- Cost to university
- Volume and site licensing
- Support Staff Training availability and requirements
- Ongoing Support requirements
- Deployment issues

### **IT Supported Software**

Software on the Coulter Faculty Center Supported Software List falls into one of these categories and support levels.

#### **Evaluation and Testing**

Applications in this stage are not supported by the Coulter Faculty Center at this time. When possible, the Coulter Faculty Center will provide an estimate on when a decision will be made as to whether or not to add an application to its supported software list.

## **Supported**

This is an officially Coulter Faculty Center supported application. The Coulter Faculty Center will install and support this application at one of the following levels:

### **Full Support**

End users can expect “Full Support” to include installation, configuration, troubleshooting, expertise in its utilization at an advanced level, and training materials including instructor-led courses.

### **Basic Support**

End users can expect “Basic Support” to include installation, configuration, basic troubleshooting, advice in its use at a basic level and limited training.

### **Best Effort**

Software in this category does not meet the general criteria of being critical to the university and/or widely used. Therefore, the Coulter Faculty Center does not have prior or sufficient experience with this software to be able to support it. Under “Best Effort” support, a one hour limit will be applied when troubleshooting non-supported software. If the Coulter Faculty Center determines it cannot resolve the problem or issue within 1 hour, the support issue may be referred to a third party, perhaps at a cost to the college or department.

## **Phased Out (Fading)**

The software has been replaced on the *List of Supported Software* by a newer version or by another program in this category or the software manufacturer no longer supports this version. The Coulter Faculty Center will always attempt to provide a migration strategy/process to get from phased-out software to the supported version. However, the migration strategy/process often will have a limited life (1 – 2 years). Support for this software is provided at “Basic Support”. Software in this category will have an “end-of-life” support date, at which point the Coulter Faculty Center will no longer provide support.

## **Legacy Support**

The software has not been replaced by a newer version or another application on the *List of Supported Software* or the manufacture no longer supports this application or version. Support for this software is provided at “Best Effort” with the priority service being on assisting the user to migrate to other appropriate software. No critical application should reside on legacy support software.

## **Emerging Software Versions**

Software at this level is being evaluated and is considered as being in testing by the university. As such, emerging software will be supported at a “Best Effort” level until a final determination is made as to whether or not it will be supported and, if so, at what level. Whenever possible, Information Technology will list an anticipated decision on whether or not it will be adopted for the *List of Supported Software*.

## Coulter Faculty Center Supported Software

Category	Product	Versions	Supported
Multimedia	Final Cut Pro DVD Studio Pro Apple iLife Suite (iMovie, GarageBand, iWeb, iPhoto, iDVD) iTunes University TeamServer – Wiki Server TeamServer – Blog Server PhotoShop		Full
	Camtasia Second Life Audacity Snapz Pro ScreenFlow ProfCast InDesign Illustrator Acrobat Professional	5.1	Basic Support
	Motion Color Wordpress MU Blog Server VisualHub eyeTV		Best Effort
Course Management	WebCat	Vista	Full
Course Management Tools	Elluminate Respondus Respondus Lockdown Browser Wimba	8.5 3.5 1.03 5.0	Full
Instructional Development	Turnitin		Basic Support
Web Development	Dreamweaver Contribute		Full
	Fireworks		Basic Support