



## INFORMATION TECHNOLOGY SERVICES SOFTWARE REQUEST PROCEDURE

Merced College is responsible for managing all software used within the District and documenting all licenses for audit purposes. This request is required for all software inquiries, installations and acquisitions. Our goal is to streamline this process and ensure that all staff needs are met while maintaining an accurate asset management database, which includes current licensing and documentation for all software used and installed on District equipment.

Below are the steps for software inquiries, installations or acquisitions:

**Step 1:** —→ Read, complete and submit the **Software Request Form** below for evaluation by ITS.

**Step 2:** —→ ITS will determine whether an allocation of current District owned software is available or whether a purchase is necessary.

**Step 3:** —→ If licensing for the requested software is current and applicable, ITS will complete the request with Area Dean's approval. If a purchase is necessary the contact person will receive further instructions from ITS on how to proceed with the purchase.

\*Note that actual implementation will vary depending on available resources and only after all necessary documentation is obtained and evaluated. Failure to provide necessary information will result in suspension of the project.

### **Individual/Group/Podium Requests:**

Software requested for individuals, groups, departments or podium computers may be requested at any time. Complete the request form and a technician will contact the requestor if additional information is necessary.

\*User will be responsible for learning and operating any elective software installed.

## **Lab Requests:**

Computer resources requested in support of a class or textbook include software, data files, audio files, web links (add-ons, passwords, if applicable, a generic tech account for testing), etc., and are evaluated each semester. Software requests coincide with textbook request deadlines (due dates are [HEOA](#) compliant) and should be submitted to the Help Desk on or before the following dates:

- **July 15 for the spring semester**
- **January 15 for summer semester**
- **January 30 for fall semester**

Please indicate what software will be installed and the lab location. The contact person listed will be responsible for providing all current licensing and documentation related to this request.

When imaging begins, your request will fall into one of the two image cycles listed below:

- The first image cycle\* will begin two (2) weeks prior to the beginning of the semester;
- A second image cycle will begin three (3) weeks after the start of the semester;
- **Other requests for software installation that fall outside of a normal imaging cycle will be assigned and completed as time and resources are available.**

\*If your request does not meet the deadline for the first image cycle, it will be added to the second image cycle group.

When you have completed the form, click submit and send as an e-mail attachment to the Help Desk at [helpdesk@mccd.edu](mailto:helpdesk@mccd.edu). Confirmation will be e-mailed to your college e-mail account for verification.

When purchasing software, be sure to add a **Printed Comment** to the initial requisition in Colleague with this notation: **All new software acquisitions will be delivered, licensed and installed through the Information Technology Services Department (Mail Stop40).**

## SOFTWARE REQUEST FORM

Contact Person:	
Phone:	
Email:	
Dept/Area:	
Area Dean/Manager:	
Requested Installation Date:	

Titles/Applications	Version	Bldg Location	Room

Student Data Files	Version	Bldg Location	Room

**Comments:**



[Print Form](#)

[Submit Form](#)

[Reset Form](#)

If additional information is needed you may be required to complete the next section of this form.

Name of Software:	
Company Information:	
Name:	
Address:	
City	
State	
Zip Code	
Contact Person:	
Phone Number:	
Email Address:	
Demo of software available?	Yes <input type="checkbox"/> No <input type="checkbox"/>
*License Type	
Expiration Date: (if applicable)	
Upgrade/Maintenance costs (if applicable)	

**Comments:**