

Technology Software Acquisition

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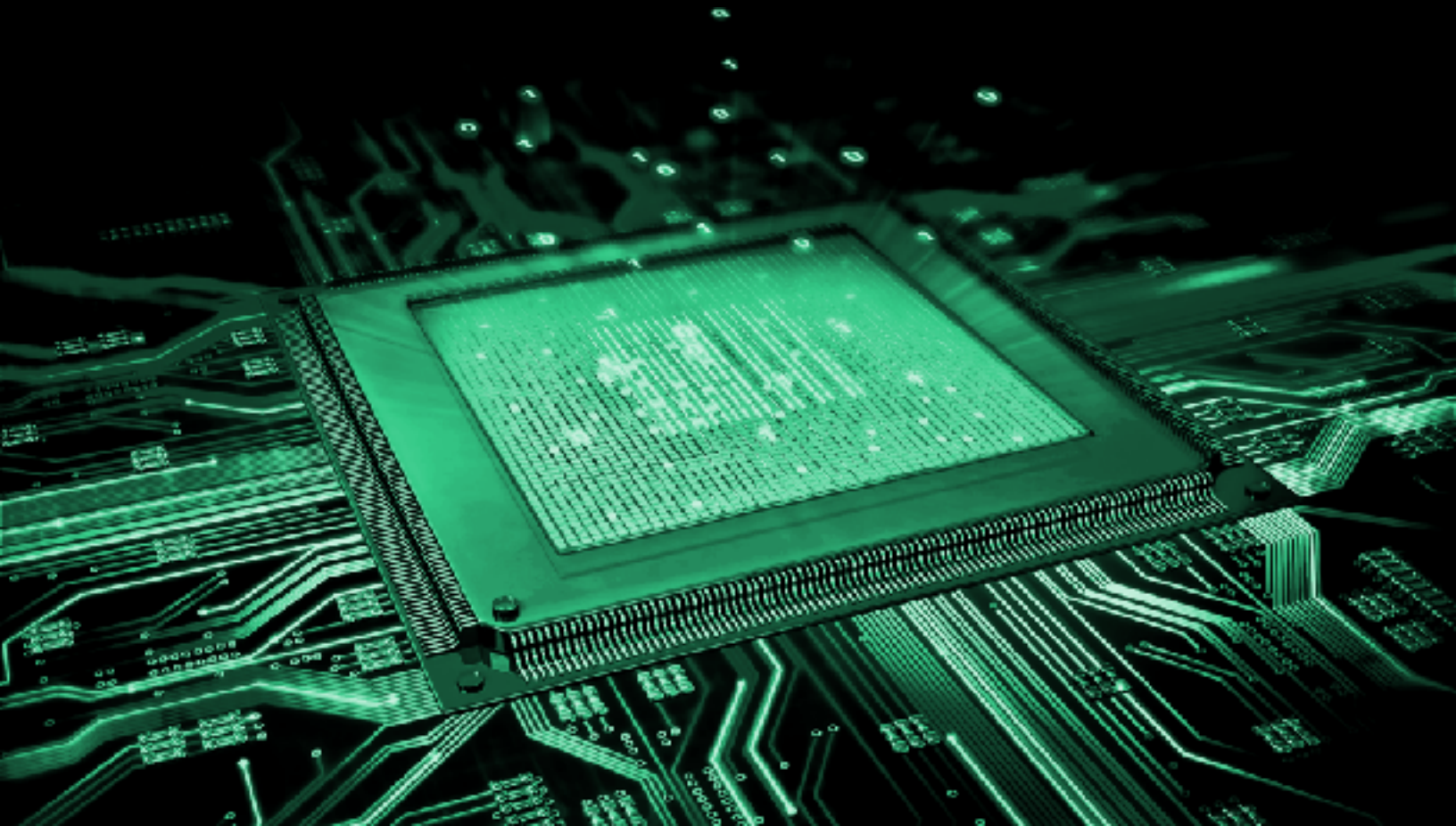


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Software Acquisition

Software acquisitions at the College are designed to be a participatory process with the various constituencies of the college community and are conducted in adherence to Board of Trustees Rule 6Hx7--5.1. Software acquisition also adheres to the Technology Department's Policy and Procedure. The College-wide Academic Technology Committee, Center for Advancement of Teaching and Learning, campus faculty resource centers (FRC), and others contribute to what eventually defines the College's software acquisition process.

Software Review and Evaluation Definitions

In this document, **review** means considering the software attributes of purpose, location, distribution, and cost; **evaluation** means considering the qualities of efficacy, appropriateness, technology fit, and cost effectiveness.

Software Classification

Software is classified by certain attributes. These attributes permit the College to determine the impact of software and play a role in the acquisition process. The evolution of technology requires these attributes to be adjustable to address industry shifts.

Software's Purpose

The College has three purposes for software, which are academic, non-academic, and shared. Academic software is software specifically used by instructors and/or students in the teaching and learning process. Non-academic software is specifically used by faculty, staff and/or administrators to support the mission of the College, but does not directly play a role in the teaching and learning process. Shared software is used by faculty, students, staff, and/or administrators to execute the mission and goals of the College. Shared software does not have a unique acquisition path and may follow either the academic or non-academic path.

Software's Location

The software's installation location addresses whether or not it is server based. Server based software tends to be enterprise oriented where it is managed by the Tech Team, access is by permission, and it is typically installed once and in one place. Server based software may reside on servers at the College (on premise), on servers hosted by a third party, and/or through external cloud providers. Non-server based software resides on a local client (e.g. desktop) or via a virtualized application.

Software's Distribution

The distribution deals with the degree of licensure and utilization. This attribute has significant variability. Distribution examples are collegewide, campus, department, program, team, and individual.

Software's Cost

Cost and cost effectiveness has significant variability.

Academic Software Acquisition & Request Process

The goal of this process is to provide faculty and academic units with the necessary software while ensuring [Section 508 compliance](#), legal software terms & conditions, providing a centralized point of software license tracking & distribution, and leveraging volume discounts. Academic units and/or subject matter experts traditionally define software standards for academic use. In the best-case scenario, the software standards are adopted across discipline college-wide and encoded in the ERP system as a requirement for the course. However, licenses requested for use on individual faculty computers, evaluation only, and free software should be submitted through this process.

Once the academic unit selects a software title, it must undergo the formal Academic Software Request Process for review and evaluation. To initiate the formalized request, faculty is required to complete and submit an Academic Software Request Form which is Service Now by going to help.fscj.edu.

Requestors complete the form containing details such as: software title, publisher, platform, quantity of licenses needed, installation location (room), justification for use, and information about the courses and number of students that will benefit from the software. The form is then digitally forwarded to campus technical staff, deans/program managers, campus leadership, and the technology department for review and processing.

This process begins anew each spring, prior to the new fiscal and academic year, and aligns with the textbook adoption periods to ensure compatibility between texts and software. To facilitate and coordinate the process, the campus DAS/Designee will submit software requests on behalf of their academic units for the following fiscal year by April 30th to the Director of Technology Administration. However, academic software requests are accepted year-round and are processed to the extent that funding remains available. Academic software requests are to be resubmitted each academic year to confirm continued need for specific software.

Concerted efforts are made to process all justified requests as quickly and efficiently as possible; however, funding concerns and other issues occasionally require prioritization and concessions to be made. Requestors and campus leaders will be notified as to the status of their requests.

Academic Software Request Guidelines

Whenever possible, web-based (server based via hosting or cloud) software titles are to be selected over all others, thus making the software universally accessible and independent of operating system (OS/platform). When not web-based, network versions (server based via on premise hardware) are preferred. Faculty may obtain technical assistance with the review process from their campus technical staff or coordinate with Lillie.Hookfin@fscj.edu. Grant or other specialty funds used for software acquisition must also comply with the outlier software section, if applicable.

Non-Academic Software Acquisition Process

All non-academic software requests go through a similar approval process. An Administrative Software Request can be completed by going to help.fscj.edu. The requestor will need to

provide a budget number to charge the software against and verify that they have the associated Budget Administrators approval for the purchase. Once the purchased is approved by the Campus Support Staff and Information Technology Services Operations staff, the Information Technology Services Department will process the transaction and route the software and license numbers to the requestor, once received. Information Technology Services will also record the license numbers in case they are lost. There are other processes by which software titles are obtained and these are sometimes confused with the academic software request process. Occasionally, there are grants, federal funds, campus, or program-specific accounts used toward funding software requests. In cases such as these, the requisition must still follow the typical purchasing requirement of being sent through the IT approval queue for review and possibly evaluation. If approved, adherence to the purchasing process, terms & conditions, and tracking of software licenses becomes the responsibility of the academic unit or department contact making the purchase. Continuation of funding by other College accounts should not be assumed once the special funds have run out.

Software Acquisition Flow Chart

The following flow chart depicts the software acquisition process for the Technology Department (see next page.)

Fig. 1: Software Purchasing Process

Software Approved for College Use

Software procurement recommendations are welcomed from all sources. Though the process differs a bit from academic and non-academic requests, all software faces review per the posted classifications and may undergo subsequent evaluation. After passing the Technology Department's review and/or evaluation process, the software must comply with the Purchasing Department's procedures. Once this is done the software may be acquired. Reference Appendix A in the *Strategic Technology Plan* located in the Employee Portal in the Technology section for a list of approved software.

Site Licensed Software

Site licensed software follows the same acquisition path covered by the methodologies mentioned earlier. The Microsoft Campus Agreement (MCA) and Apple Education Licensing Program (AELP) are programs that provide site licensed software. The software titles available under these agreements are accessible to all Florida State College at Jacksonville (FSCJ) faculty and staff on College-owned computers. For access to the current versions of these titles, simply log a request by emailing your campus tech staff for installation. Completion of an Academic Software Request Form is not required to obtain site-licensed software.

Examples of Site Licensed Software:

- Operating Systems: Microsoft Windows or Mac OS
- Microsoft Office: Microsoft Office for Windows or for Mac
- Antivirus Software: Microsoft Endpoint Protection

Additionally, the Microsoft Office applications (Windows & Mac) are available to College employees for use on personally owned computers via a significantly discounted price download through the located in the Employee Portal in the Technology section, Faculty & Staff Resources, then Tech Tools.

Additional titles may be available for personal purchase through eFollett (FSCJ Bookstore) and other college partners. Contact your campus bookstore or [Lillie Hookfin](#) for assistance.