

Standard Operating Procedure for all Information Technology Projects and Software Purchases

Purpose

The purpose of this document is to establish guidelines and procedures for software installation on UM owned and maintained equipment.

Scope

This document is applicable to Administration and Finance departments supported by A&F Applications Support, which excludes Human Resources and Public Safety.

General Procedure

All IT Projects and Software for UM maintained and owned machines are to be reviewed by A&F Applications Support.

IT Projects:

For all IT Projects, A&F Applications Support will work with the requestor/department to determine the needs and scope. A&F Applications Support will then assist in finding the appropriate solution and vendor. Once the solution and/or vendor have been determined, A&F Application Support will act as liaison between requestor/department and CITS to implement solution.

Software Request:

All Software requests will be sent to A&F Applications Support for review. A&F Applications Support will review the request to ensure the current hardware can support the software. The software will be tested to ensure it does not interfere with current software utilized for UM daily business. The software will then be installed on the machine(s) as requested.

If requested software does not serve a UM business function or assist in supporting UM business the request will be rejected unless supervisor or department head requests software installation to proceed.

Additional Information

This new procedure has come about as a result of the A&F IT Reorganization. This policy will provide support to all departments under Administration and Finance who need IT assistance with projects and software to meet UM business needs.