

## Installing software on classroom computers

Information on this page outlines how requests to install custom applications are administered by CTG with respect to computers it supports in [General University \(G.U.\) classrooms](#).

It is important that all information presented here is read, and understood before initiating a request to install an application. Please contact us at [ctg@uwo.ca](mailto:ctg@uwo.ca) if you have any questions about this process.

NOTE: the term “**application**” shall identify any additional, requested file; software; firmware; driver; physical device, and/or service that may be used on, or accessed through a computer.

The use of pre-installed software the Classroom Technology Group supports is encouraged. Please understand that CTG does not have the resources to accommodate every need; not all applications can be integrated with classroom computer systems. With respect to this policy CTG shall not be responsible to subsidize an application; license; fee; etc. that may be required to fulfil a particular need.

[Western Technology Services \(WTS\)](#) maintains a useful [repository of popular software](#) for instructional use. Please check to see if an application which offers suitable functionality is hosted at [myvlab.uwo.ca](http://myvlab.uwo.ca). This site can be accessed through the ‘VMware Horizon Client’ in the start menu on all classroom computers.

CTG recommends you [contact WTS](#) to ensure you can [access the MyVlab server](#). Applications found at [myvlab.uwo.ca](http://myvlab.uwo.ca) will not be installed on classroom computers.

If additional functionality is needed beyond what is provided one of the following two options may be available:

- 1) **Bring your laptop to the classroom to run the application.**  
This is the recommended solution to ensure your own material will run smoothly and reliably. Laptop connectivity is available on A/V systems in G.U. classrooms.
- 2) **Request the application be installed by CTG on the classroom computer.**  
We carefully consider all requests; please understand that certain limitations apply to this process.

## Custom Software Installation Policy & Process

### 1.0 REQUEST SUBMITTAL

- 1.1 All persons submitting a request shall hereby agree to the terms & conditions of this policy.
- 1.2 The following process must be used; each legitimate request shall:
- 1.3 –Be submitted in writing via email and must be received by Classroom Technology Group at [ctg@uwo.ca](mailto:ctg@uwo.ca)
- 1.4 –Be received **a minimum of (5) working days before** the date of first intended use;
- 1.5 –Originate with, and be submitted by UWO instructors, or academic support staff;
- 1.6 –Include all of the following information:
  - a) –the instructor’s name, contact information and course number;
  - b) –the date, and time when you would like to first use the application (see item 1.4 – above);
  - c) –specify the [G.U. classroom\(s\)](#) where you are requesting the application be installed;
  - d) –specify if the application is required for (1), or (2) terms in the current academic year;
  - e) –the application name, version, description;
  - f) –confirmation of application ownership; proof of current, valid license for the intended deployment & use;
  - g) –clear, and complete instructions to install the application in a Win7, 64-bit environment.

## **2.0 REQUEST APPROVAL / INSTALLATION**

- 2.1 All persons submitting a request shall hereby agree the following terms & conditions are true:
- 2.2 –The application is intended for, and will only be used for legal, academic, instructional purposes;
- 2.3 –The application’s license is active; that it shall remain valid throughout the specified period of use on the number of classroom computers for which the application has been requested;
- 2.4 –The requestor shall deliver to the [WTS Helpdesk](#) a legal, registered version of the installation file on known, working, virus-free media, – or;
- 2.5 –The requestor shall provide valid login information to a known, safe, working URL where the application’s install file can be quickly downloaded by CTG without difficulty;
- 2.6 –CTG may first evaluate an application in the operating environment that is supported by CTG before providing further action, or advice;
- 2.7 –The requestor understands that CTG, within its normal hours of operation may require up to (1) contiguous hour of available time on-site at each computer location to install (1) application;
- 2.8 –CTG may require the end-user be in attendance on-site to conduct a field test as part of this process. This will help confirm correct implementation and to verify the application’s compatibility & intended performance.
- 2.9 –CTG shall not permit others to have system-level access/special privileges on computers it manages.
- 2.10 –Ongoing maintenance and management of user-requested (non-standard) applications is not provided by CTG.

## **3.0 REQUEST DECLINED / REMOVAL**

- 3.1 CTG may be unable to fulfill certain requests and/or may remove an application if:
- 3.2 –complete, satisfactory information is not provided to CTG in a timely manner by the requestor;
- 3.3 –it is not compatible with the installed operating system that is supported on the computer;
- 3.4 –the application conflicts with established system configuration, or security requirements;
- 3.5 –it impacts normal support processes; performance; and/or management of the computer;
- 3.6 –persistent system-level access, or special permissions are needed to run, and operate the application;
- 3.7 –it will not properly install, or operate as intended without CTG undertaking extensive and/or proprietary modifications;
- 3.8 –installation cannot be completed on the computer within (1) hour during CTG’s normal hours of operation;
- 3.9 –it is resource heavy, or highly proprietary (I.E. AutoCAD®; SolidWorks®; Visual Studio®; LabVIEW®, etc.).
- 3.10 –the application and/or its version is not officially supported by Western, and/or may conflict with existing agreements; policies; processes.
- 3.11 –the application has not been legally obtained by, or legally provided – in full – to CTG by the requestor;
- 3.12 –any terms & conditions described in this document have not been acknowledged, accepted, and affirmed by the requestor.

## **4.0 MAINTENANCE**

- 4.1 The requestor and/or end user(s) accept that while CTG may install an application, CTG shall not be responsible for its ongoing maintenance, licensing, and management including the storage or backup of end-user content, and data. CTG does not retain official records identifying the location(s), or attributes of non-standard installations.
- 4.2 CTG may at any time, and without prior notification remove a computer that exhibits questionable performance. In such circumstances the machine shall be replaced by a different computer to ensure continuity of CTG-supported services is maintained. This means the replacement computer will not include non-standard applications and any other related content, data, or customized attributes which may have been associated with the previous machine.
- 4.3 It is the end-user’s responsibility to manage their data separately from the computer.