



## **Information Services Department Computer Software Installation and Support Policy**

**Purpose:** The purpose of this guideline is to ensure that all CU Medicine computer software is properly installed and efficiently supported.

**Scope:** The following guidelines apply to the installation and support of all CU Medicine computer software for CU Medicine Administrative employees.

**Policy:** All software installed on CU Medicine computers is to be installed by IS staff.

IS staff will only install software that has been pre-approved by the IS department.

CU Medicine employees may not download software from the Internet. If an employee needs software that is only available via the Internet, the employee is to contact the Help Desk to request installation.

Illegal or unapproved software found on a CU Medicine employee's computer will be deleted. If the software is necessary for the employee to perform his or her job functions and only requires a valid license, the employee will be given a timeframe to acquire the software license prior to IS deleting the software. If the software is not necessary for the employee to perform his or her job functions, the software will be deleted without notice.

CU Medicine employees may not disable any system software such as virus checkers and software license metering.

CU Medicine software may be removed or uninstalled from CU Medicine computer equipment only by IS staff.

CU Medicine software may not be copied nor may it be removed from the firm's premises.

Software support is defined as technical support. Technical support will address issues and problems related to the performance of the software. The IS department will only support software that has been installed by IS staff, and has been pre-approved by the IS department. Software support may be requested by contacting the Help Desk.

The IS department will accept functional support issues. Functional support issues will be assigned a low priority and addressed as time permits. IS strongly recommends that employees obtain functional application training.