

MERCER UNIVERSITY

Policies and Procedures Manual Department of Information Technology

SUBJECT:**Computer Lab Support****EFFECTIVE:****December 1, 2008**

The purpose of this policy is to ensure our computer labs are efficiently and effectively managed to best serve our students and faculty.

Configuration & Licensing Requirements

All lab computers and virtual desktops (referenced hereafter as “devices”) in a classroom must have a uniform software configuration, barring approved exceptions. This includes the operating system version (Windows or MacOS) and installed applications. When purchasing new software for a classroom/lab, a license must be purchased for every seat in the classroom/lab. Written requirements must be submitted to the Help Desk (helpdesk@mercer.edu) and must include the following information:

- A list of all software needed in the lab.
- Software installation media and licenses specific/unique to the lab.
- Specific configuration requirements for browsers and other software.

Point of Contact

The department/school must designate a single point of contact (POC) for each lab to facilitate the coordination of maintenance and imaging of the lab devices with IT Client Support Services. This POC will be responsible for coordinating lab software installation and update requirements with faculty and staff and then advising IT Client Support Services of any changes or updates needed.

Submission Deadlines

The POC for the lab must submit requirements to the Help Desk (helpdesk@mercer.edu) by the following dates in order to ensure that the software will be installed prior to the beginning of classes:

- Summer semester: May 1st
- Fall semester: July 15th
- Spring Semester: December 1st

Any other changes to the devices in the labs submitted after the deadlines shown above will be accomplished as time permits, and IT Client Support Services cannot guarantee that such changes will be completed by a specific date. Any changes to the requirements mandated by the department/school that cannot be accomplished during normal operating hours will require IT department personnel to work overtime and the department/school will incur associated costs.