



REQUISITION AND INSTALLATION OF SOFTWARE/PROGRAMS PROCEDURE (TCH-P003)

1.0 SCOPE:

- 1.1 This procedure outlines the process of requesting and installing new or upgraded software/programs.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Network Technicians/Computer Programmers

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Technology Officer

4.0 DEFINITIONS:

- 4.1 Work Order System: Computer software that allows work requests to be entered and assigned based on predefined criteria and archived for analysis.
- 4.2 User: Anyone that uses a computer provided by Clarksville-Montgomery County School System.

5.0 PROCEDURE:

- 5.1 Chief Technology Officer or Technology Coordinator reviews requests from employees for software (ref. [TCH-F020](#)).
 - 5.1.1 Approved request is returned to the originator/requestor, the purchase is made, and a computer generated work order is opened for software installation.
 - 5.1.2 Denied request is noted with a reason and the form is returned to the originator/requester.
- 5.2 Work order system assigns technician team for installation.
- 5.3 Needed materials are gathered and technology personnel travel to site.
- 5.4 Technology personnel identify equipment to be processed; deletes previous versions, as needed and installs new software or programs as approved or available.
- 5.5 Technician notifies computer user of operational readiness. Training is given by Network Technician or Technology Integration Coach if user is not familiar with new software.
- 5.6 Old programming material is collected for redistribution or disposal and work order is closed in the work order system.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Work Order (computer generated)
- 6.2 Requisition for new Technology Purchases ([TCH-F020](#))

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Work Order	Electronic	7 years	Delete	Electronic Back-up

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
11/11/03		Initial Release
3/30/04	A	Clarify 5.1 and 5.5 and update flowchart
3/27/09	B	Change of title and scope and approval authority title, 5.1 clarified, remove MNT-P001 reference, add TCH-F020 in 5.1 & 6.2, state who gives training in 5.5, update flowchart
01/04/10	C	Formatting Changes to header

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

***** End of procedure *****

Requisition Installation of Software/Programs Flowchart

