



Overview

Educational and Administrative Technology Services' objective is to enable its employees to perform their tasks with technology that is in good operating condition while protecting the District Information Resources from unnecessary risk. Consequently it is important to address all issues relevant to software installation and deployment on Edmonton Catholic School District's computer systems.

Definitions

- **Software-** Computer software is a general term used to describe a collection of computer programs, procedures and documentation that perform some tasks on a computer system. The term includes application software such as word processors which perform productive tasks for users, system software such as operating systems, which interface with hardware to provide the necessary services for application software. (Wikipedia)
- **Original Equipment Manufacture (OEM) installation-** software which is OEM software is purchased alongside a system or hardware parts (the software that accompanies a hardware purchase).
- **Client-** A client is an application or system that accesses a (remote) service on another computer system known as a server by way of a network.
- **Thin Client Application-** is a client computer or client software in client-server architecture networks which depends primarily on the central server for processing activities, and mainly focuses on conveying input and output between the user and the remote server.

Background

Historically, we have not consistently addressed how software is to be deployed to Edmonton Catholic School District's computer systems. This lack of a standard policy has, at times, adversely affected the integrity and performance of the District's computer network. With the increased threats of spyware and viruses due to increased internet use this policy is important for establishing a set of protocols as to how software installation is to be delivered to better enable Educational and Administrative Technology Services to achieve its objective of delivering stable technology solutions while securing and protecting the Edmonton Catholic Schools Information Resources.

Installation and Support of Edmonton Catholic School District Software

Educational & Administrative Technology Services is exclusively responsible for installing and supporting all software on Edmonton Catholic School District computers including

- Office desktop computers
- Office laptop or tablet computers
- Instructional computers
- Instructional laptop or tablet computers
- Home computers that are provided and owned by the Edmonton Catholic School District.

Current software

Edmonton Catholic School District's Educational & Administrative Technology Services, in coordination with all other departments, has decided upon the following software standards:

- **Desktop operating system**
 - Current approved version of Microsoft Windows with critical updates
- **Productivity tools package**
 - Current approved version of Microsoft Office Enterprise
- **Financial software**
 - Cayenta
- **Human resources software**
 - PeopleSoft
- **Student Information Software (SIS)**
 - SASI/PowerSchool
- **Other Supported Software**
 - Citrix Presentation Server
 - Edulink
 - Brits
 - Feeman/Acorn
- **Internet software**
 - Internet Explorer
 - Microsoft FrontPage Express
 - Adobe Flash
 - Adobe Reader
 - Adobe SVG
 - Quick Time
 - Computer Systems Bundled Software (Win Dvd)
- **Accessories**
 - Altiris Client
 - Forefront Anti-Virus
 - Barracuda Anti-Spam

The current software can exist in any one of the following scenarios:

- An IT-created “image” or OEM installation on the hardware
- An Educational and Administrative Technology Services installation procedure that provides for the following:
 - Installation options
 - Upgrade considerations (if applicable)
 - Data conversion (if applicable)
- A shortcut to a network application (not truly an installation)
- An automated installation through an IT-developed solution that may be used in a rapid-deployment scenario or silent-install situation

- A terminal application, Citrix application, or other thin-client type of application accessible via the Edmonton Catholic School District intranet page

Software **cannot** be present on Edmonton Catholic School District's computers in the following scenarios:

- An installation not by a procedure described above
- A piece of software purchased for one's home computer
- A downloaded title from the Internet
- A "pirated" copy of any title
- A different title from the current software list of this policy unless otherwise approved by Educational and Administrative Technology Services
- Any means not covered by the ways that software can exist on Edmonton Catholic School District computers

Software licensing

Most of the software titles on Edmonton Catholic School District's current software list are not freeware; therefore, the cost of software is a consideration for most titles and their deployment.

It is the goal of the Educational & Administrative Technology Services to keep licensing accurate and up to date. To address this, Educational and Administrative Technology Services is responsible for purchasing software licenses for the following software categories:

- Desktop operating system software
- Productivity tools package
- Internet software
- Accessories

The other software categories (department / school-specific titles) are the purchasing responsibility of the department / school in which they serve. However, the application(s) are still installed and supported by Educational and Administrative Technology Services.

To control costs, licensing costs are a factor in the decision-making processes that go into client software planning and request approval.

Software requests


If a user is to request software for a computer, the proper procedure is to complete the Edmonton Catholic School District support request on myECSD at: [URL to be entered here].

The intranet site also offers a means by which to suggest additions to the current software set for Edmonton Catholic School District, and it contains a form for requesting new software. This form submits a request into the IT support database.

An e-mail response acknowledging the receipt of your request is guaranteed within one business day. We will strive to complete all evaluations within 10 business days.

Summary

Edmonton Catholic School District's software installation policy is designed to let Edmonton Catholic School District employees achieve their business objectives. Any aberrations from this strategy will require the Educational and Administrative Technology Services staff to redeploy software and/or hardware solutions.

Reference:	Approved: 
	Date Approved: February 9, 2009
Cross-reference:	Date(s) Revised: