

Software Acquisition, Installation, and Support Policy

This document defines the CRC's software policy (SP) for ND Faculty regarding software acquisition, installation, and support. Under this program the CRC provides software specification and acquisition expertise, licensing guidance with respect to installation and deployment, secured/controlled access, support with respect to efficient and effective software function (where not provided by software vendor), and software updates for currency both with the software vendor and CRC systems environment.

The CRC will review the SP annually and make revisions in line with CRC Faculty Advisory Council (FAC) members. The CRC welcomes interested faculty to participate as the CRC FAC has a revolving membership. The CRC SP is in accordance with the University Council for Academic Technologies (UCAT) software committee guidance.

Software Requests

The CRC maintains a list of currently supported software on our wiki. Continued support for existing software is revalidated biannually. The CRC reserves the right to discontinue support for underutilized software. Software proposed for discontinued support will be placed in a "deprecated" section of the software modules interface. Movement of applications to a deprecated status will happen twice per year during system upgrades (Jan and May each year). Faculty can submit to the CRC a justification for continued software support of deprecated applications.

All new software requests must be initiated by a faculty member via the CRC software request digital form provided on the CRC webpage and wiki. A paper version of the form included as an appendix to this policy which can be sent to crcsupport@nd.edu. The information on this form will be utilized to determine the degree of support provided by the CRC. Data fields include: number of users, number of PIs, software details, research supported, licensing details, software cost, and timeline for utilization.

CRC Software Acquisition – Financial Support

Financial support for software is dependent on the user base.

1. Single PI/Department

The license for the software is purchased by the user and his/her department. CRC will handle acquisition, installation, and support on CRC resources.

2. Multiple PIs/Departments (Single College)

The license for the software is purchased by the college. CRC will handle acquisition, installation, and support on CRC resources.

3. Broad Use (Multiple Colleges)

If the software serves both significant academic and research uses full funding by OIT will be reviewed by UCAT. If the software serves significant research uses only; then the CRC will review funding. CRC will handle acquisition, installation, and support on CRC resources.

Example OIT funded software in this category: Matlab and Mathematica

Example CRC funded software in this category: Compilers and Profilers

CRC Software Acquisition – Technical Support

CRC staff will provide support in the identification of efficient and cost effective software packages to meet the research objectives of faculty members. Where suitable the CRC will coordinate software acquisitions of faculty with similar objectives to better leverage research investment.

CRC Software Installation – Licensing Support

The legal licensing landscape for research software can often appear more complex than that of standard business/commercial software. The CRC, with the help of OIT and ND General Council, will help provide guidance on research software licensing and suitable installation/controlled access.

CRC Software Installation – Technical Support

CRC staff will provide software installation services for software to be run on CRC resources (not user workstations). The CRC will also provide centralized license server services for software requiring such.

CRC Software User Support

CRC staff will provide software support with respect to efficient and effective software function (where not provided by the software vendor). The CRC will also provide software updates for currency with both the software vendor and CRC systems environment.

CRC Software Support Request

Installation/Modification

The CRC has a software policy posted on our website. Please review this policy prior to making your request. This form has both static (write in) and dynamic (type in) versions if using Adobe Acrobat.

Name *(Faculty member must make request)*

Date

Number of Users

Number of PIs

Software details (Name, version, requirements [operating system, libraries, modules, packages])

Specific research project this software supports

Licensing details (Has this software been purchased? Has ND General Council approved the license?)

What is the timeline for this software requirement (CRC will not maintain software 'indefinitely')

Additional Comments

We recommend to print, scan, and mail/mail manually.

Print and Send to
CRC at 814 Flanner