Service Description

Updated as of 2015-07-24

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>End-Point Computing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name:</td>
<td>Software Distribution and Installation</td>
</tr>
<tr>
<td>Aliases:</td>
<td>(Aliases may exist for the service name so that it can be found by other names)</td>
</tr>
<tr>
<td>Service Owner:</td>
<td>Director of Service Management and Campus Technology</td>
</tr>
</tbody>
</table>
| Process Manager:  | Manager of Campus Technology  
|                   | Manager of Technology Support Operations |

Description:

This service provides support for the distribution and installation of software that is licensed by the University for use by students, faculty and staff.

Features and Benefits:

- Free licenses to use certain software are available at no charge to students, faculty, and staff.
- Software not on a University site license agreement can be purchased, often at discounts or through education pricing programs.
- Support for the installation and configuration of software is available at the Technology Resource Center.

Included:

Faculty and Staff and lab machines

- Access to the Microsoft Campus Agreement which includes operating system upgrades and the Microsoft Office suite. Software can also be downloaded for use on personally owned machines from the Kivuto eProcurement website.
- Adobe Create Suite
- SPSS for all faculty including limited licenses for the “Grad Packs”
- Arch GIS

Students:

- Access to the Microsoft Campus Agreement, which includes operating system upgrades and the Microsoft Office suite including, Office 365 and the One Drive.
- Discounts available for software like SPSS and Adobe Creative Suite through Kivuto.

Eligibility:

- Faculty, staff and students
- Some software may be available to only faculty or staff or otherwise restricted to specific departments or majors due to the restrictions associated with software license agreements.

Prerequisites:
Must be an enrolled student or employee at the University.

**Requesting the Service:**

Initiate requests through the Information Technology Services (ITS) incident and request management solution portal or email it@framingham.edu or visit the Technology Resource Center.

**Related Documentation:**

**Fulfillment Target:**

Information Technology Services (ITS) will respond to the initial request within 2 business days, and either fulfill or schedule fulfillment of the request within 5 business days.