

# SOFTWARE INSTALLATION GUIDELINES

## INSTALLATION

Campus Technologies is responsible for the support of all software on university-owned computers in labs, classrooms, administrative and faculty offices. Only software that is on the university's Approved Software List

<https://portal.my.mansfield.edu/sites/employees/Approved%20Software%20List/Forms/AllItems.aspx>

will be supported by Campus Technologies. Requests for software to be added to the approved list can be processed via the Software Request form located on My.Mansfield site.

<https://portal.my.mansfield.edu/sites/employees/Software%20Request/Forms/AllItems.aspx>

Only properly licensed software shall be installed on university-owned computers. All users will need to provide proof of appropriate licensing and copyright agreements for use of commercial software installed on university-owned technology.

All software and data files stored on University-owned computer equipment must be consistent with the university's Acceptable Use policy.

All installed software must not introduce technical problems that interfere with the proper functioning of other programs or university infrastructure. All users will be responsible for checking for software problems once installed.

Software shall not be used on any university-owned computers or computing equipment in such a way as to be deemed inconsistent with the applicable copyright laws or licensing agreements.

## REMEDIATION

Should the installation of software performed by a user create a severe security risk or adversely affect the performance of the university's network, or become infected by malware or a virus, the computer will be re-imaged. To facilitate this process, a previously imaged hard drive will be installed in the infected computer. The re-imaged drive will contain a standard "base" operating system image on the user's computer. Campus Technologies will not be responsible for loss of data due to reimage.

All users are responsible for their own data on the university-owned computer. Campus Technologies staff will assist faculty with data backup procedure. Campus Technologies will provide assistance for backup of mission-critical data including "My Documents" and Outlook data.

A Recovery and Remediation form will be sent to the user's supervisor, documenting the incident. Should multiple incidents occur, a representative from CT may institute harsher penalties, which may include individual blocking policies on the computer, a visit to the user's supervisor, etc.

The user will be responsible for all consequences should a security breach of any kind occur due to the installation of non-approved software by the user and Campus Technologies staff will not be responsible for any support associated with the installation of the non-approved software.

No modifications to the university-owned computer's underlying network configurations are permitted under any circumstances.