# Requesting New Software

2023-07-14 - Robert R Henderson - Faculty/Staff

# Requesting new software for the CAD environment

During the spring of 2023, CAD approved the new software policy. This policy brings much needed workflow and control process to new software requests.

The policy can be viewed here: https://helpdesk.cad.rit.edu/kb/articles/requesting-new-software

To request new software, the requestor will need to do the following at a **minimum of one (1) semester in advance**.

Send an email to their Program Director who then forwards request to the School Director outlining the following information:

1. Briefly outline the reason for the requests
2. List the courses that would use the software
3. List the labs where the software would be installed
4. List the faculty who would need the software

Once the request is vetted by the School Director the request will be sent to CAD Tech through the ticketing process by the Program Director, including email approval from the School Director. Please title the ticket entry as "**Software Request - (name of software)** "

CAD Tech/ CAD Operations will vet the legal requirements, purchasing suggestions and assess any hardware requirements that might be needed in support of the request. Will test software installation (if possible) and evaluation of whether the software will work in our environment.

CAD Tech will communicate their findings and suggestions to the School Director within a reasonable time frame. *Please note this may include an* ***unable to support*** *response.*

If approved by CAD Tech/CAD Operations and the School Director, the software purchase will proceed.

## Existing software

All existing software will be updated and maintained automatically by CAD Tech during the school year. All we ask is that Faculty alert us if a very specific software install is moved to a new lab due to scheduling changes.