Software Installation Policy

Southern Wesleyan University — Information Technology Department

Effective Date: July 14, 2026

Overview

Purpose

The purpose of this policy is to address all issues relevant to the installation, deployment, and support of software, whether locally installed or cloud/web-based, on Southern Wesleyan University (SWU) owned or SWU-managed computing devices. This policy applies to all SWU employees and to all software acquired with university funds, regardless of delivery method (installed application, subscription/SaaS, browser extension, or mobile app).

The IT Department installs a base line of software and standard cloud service access on every device it supports. All other software or service requests with the exception of instructional textbook software as described below, must be requested by submitting a Software Installation Request Form.

Continuance

This policy is a living document and may be modified at any time by the Director of IT or the IT User Services Department.

Policy

Procedure

The SWU IT Department is exclusively responsible for installing and provisioning all software and licensed cloud services on university-owned or university-managed devices. All new installation, provisioning, or upgrade requests must be made by completing a Software Installation Request Form. Once the form is received and approved by the Director of IT, a work order will be created. Two (2) weeks' lead time is necessary for standard software installs and license provisioning; requests involving a security review of new or unfamiliar software (see "Security Review" below) may require additional time. The IT Department will make its best effort to work with the requesting department and the software vendor to complete installation within any reasonable time constraints, and will make every effort to resolve issues arising from a new install.

Some employees are granted privileged (administrative) access to their local device in accordance with the university's authentication and authorization policies. These rights do not exempt users from the requirements of this policy. Software supplied to faculty for instructional purposes — namely textbook or courseware software — may be installed without prior notice to IT, provided it is installed and used in accordance with its end-user license agreement (EULA). The user assumes all responsibility for reading and understanding that EULA.

Support of SWU Software

The SWU IT Department is responsible for supporting all software and licensed cloud services provisioned on university-managed devices and accounts. This responsibility set includes:

- Office desktop computers
- University-owned laptop computers
- Lab computers
- University-owned mobile devices and tablets

- University-licensed cloud/SaaS applications and accounts used for university business

The SWU IT Department relies on this installation and support process to keep software and hardware in good operating condition so that SWU employees can best accomplish their work.

Software Requirements

It is the responsibility of the requestor to determine whether an application or service will run on, or is compatible with, the destination device or platform (including Windows, macOS, ChromeOS, and mobile operating systems as applicable) before purchasing. The IT Department has resources to help evaluate compatibility and resource requirements and can offer suggestions for software that fits the intended function.

Security Review

New software, browser extensions, or cloud/SaaS services that have not already been evaluated by IT must undergo a basic security and data-handling review before approval, particularly where the software will process university data, integrate with university accounts (e.g., single sign-on), or require elevated device permissions. This review is intended to identify obvious risks (e.g., known malicious software, excessive data collection, unclear vendor security practices) before deployment, and is conducted as part of the standard Software Installation Request process rather than as a separate request.

Current Software

The SWU IT Department, in coordination with other departments, maintains an Approved Software List, available at http://it.swu.edu/policies, which may change without notice. Any software or cloud service not already on the approved list or currently installed must be requested through the IT Department by submitting a Software Installation Request Form at least two weeks prior to the date the software is needed.

Software or cloud/SaaS access cannot be present or in use on SWU devices or accounts in the following scenarios:

- An installation or provisioning not completed through the procedure described above
- Software or a subscription purchased for personal/home use and used on a university device without authorization
- A pirated, cracked, or otherwise unlicensed copy of any title (for example, a copy obtained from a friend or family member)
- Any software or service whose end-user license agreement or terms of service is violated by its use
- Any software not properly licensed and registered with the Office of Information Technology
- Any browser extension, mobile app, or cloud service installed on a university device or account without going through the request and review process, where such installation requires elevated permissions or access to university data

Personally Owned and Mobile Devices

Personally owned devices (including personal computers, tablets, and phones) that access university data or accounts — for example, university email or cloud storage — are expected to comply with the university's applicable device and data-security requirements. This policy's installation and approval procedures apply in full to university-owned mobile devices; personally owned devices accessing university accounts through approved mobile apps (e.g., an email client) are not required to go through the Software Installation Request process for that app, but remain subject to the Acceptable Use of Network Resources policy.

Software Licensing

Most software titles and cloud services on SWU's current software list are not free; licensing and subscription cost is therefore a consideration for most titles and their deployment.

It is the goal of the IT Department to keep licensing accurate, current, and properly attributed to the correct cost center. To that end, the IT Department is responsible for purchasing and maintaining licenses or subscriptions for the following software categories:

- Desktop and mobile operating system software
- Productivity and collaboration tools (including cloud-based productivity suites)
- Internet, browser, and security software
- General-purpose accessories and utilities

Other software categories (workgroup-specific titles) remain the purchasing responsibility of the workgroup they serve; however, such applications are still installed, licensed, and supported by the IT Department. To control costs, licensing and subscription costs are a factor in the decision-making process for client software planning and request approval.