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OAC: _____
CFSR: _____
Board: _____
Other: _____

Next Review Date: 1/2024
Last Reviewed: 1/2021
Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12B.02

**SUBJECT: REQUESTING SOFTWARE
(COMPUTER PROGRAMS)**

Approved by: Executive Council
Effective Date: February 25, 2010
Date(s) of Revision: Apr 1, 2013; Mar 21, 2017; Jan 26, 2021
Responsible for Implementation: All Staff

Requesting Software (Computer Programs)

FCCS employees are initially provided with standard software solutions suitable for performing their duties. This typically includes:

- 1) SACWIS
- 2) Microsoft 365
 - a) Word
 - b) Excel
 - c) PowerPoint
 - d) Outlook
 - e) SharePoint
 - f) Teams
- 3) Adobe Acrobat Reader DC
- 4) Specific software suitable to their duties and departments.

Procedures:

FCCS is licensed to use many other software products. If requiring additional software to fulfill your job responsibilities:

- 1) Email the IT Service Desk at ITServiceDesk@fccs.us.

- a) Specify the software needed and provide details if known such as version or release number.
 - b) Indicate the business purposes.
 - c) Immediate supervisor and Associate Director and up must approve.
 - d) The Director of IT must approve the request. Approval will be based on consideration of factors including budget, agency policy, equity of software across the agency, compatibility with existing infrastructure, data and/or network security, strategic direction of IT, alternative solutions, and other relevant factors.
 - e) The IT Director will approve or reject the request with an explanation.
- 2) If the approved item is not already available, the agency's purchasing policy will be followed by the IT Department to obtain the requested item.
- 3) The IT Service Desk will track and process the approved request.
- a) The IT Service Desk will provide the expected installation date. This will depend on availability of the software and schedules of the Service Desk personnel. Every effort will be made to provide the item quickly.
 - b) A member of the IT Service Desk will call and set up a time to do the installation. The software will be set up and tested.

Unapproved Software

For licensing and compliance purposes, software and software installations are managed and monitored by IT. Staff are prohibited from installing software. Any software that is not installed by IT will be discovered during routine asset inventory scans and deleted. The employee and their supervisor will be notified if this occurs.