This process is being put into place to facilitate the timely updating and/or installation of software and hardware in labs at LMC's Pittsburg and Brentwood campuses. The process includes communication, scheduling and execution. The process begins with RAP proposals (February) and ends with re-imaging during Winter Break (January) or in August prior to start of Flex week. Due to staffing limitations, labs will be re-imaged at most annually to be ready for either Fall or Spring semester.

Scope:

This process is for all Smart Podium computers and the computer labs in the following buildings with the semester indicated in parentheses:

Pittsburg:

- Math (Ready for Fall)
- Science (Ready for Spring)
- Library (Ready for Spring)
- Honors (Ready for Fall)
- College Complex (Assessment, Art, Nursing, ESL/HSI & English) (Ready for Fall)
- Podiums in VocTech, and Social Sciences areas, PS-13, and the Office of Instruction (Ready for Fall)

Brentwood:

- All (Ready for Spring)

Computer labs and podiums in areas not listed above will be re-imaged by LMC staff that are in departments other than IT&S.

Process:

To keep student labs available as much as possible, re-imaging will take place during breaks (Winter Break, and between Summer and Fall Semesters).

For availability in Fall Semester:

1. Early February - RAP proposals submitted for new software and upgrades are due.
   a. IT&S will be made aware of proposals for new/upgraded software and hardware for student labs.
2. Early February – An e-mail will be sent to Department Chairs requesting information regarding plans for new/upgraded software and hardware upgrades for student labs.
   a. Upgrading/new software must be a decision that is made with input from all areas that use a lab.
   b. Communication of the upgrade/new software must come from Department Chairs or their single designated contact person only.

3. February - Additional proposals for new software and upgrades that will be funded under other means (department, grant, etc.) must be communicated to IT&S by Department Chairs or a single designated contact person for the department.
4. All software requests must include the following information:
    a. Software vendor information (name, address, contact, contact phone).
    b. Specific version of software requested.
    c. Number of copies/licenses required.
    d. Other information that would be necessary for the testing and installation of the software.
5. March – Input from 1-4 will be used to develop prototype machines using the identified software.
6. April – Testing of the prototype machine will be performed by users of the labs to be re-imaged with new or upgraded software (no testing will be required for minor upgrades to programs such as Flash, web browsers, etc.).
    a. Interested testers will be identified and communicated to IT&S by Department Chairs or the designated contact person.
    b. A prototype machine will replace one identifiable lab workstation for testing.
    c. A MS Word document will be available for comments (including screen captures, when appropriate) for testers to note corrections and issues.
7. April-May – Rework and re-testing of the prototype machine will take place until the new/upgraded software is functioning properly.
8. June – August – Images from prototype machines will be deployed to the appropriate labs.

For availability in Spring Semester:

1. Early February - RAP proposals submitted for new software and upgrades are due.
    a. IT&S will be made aware of proposals for new/upgraded software and hardware for student labs.
2. Early September– An e-mail will be sent to Department Chairs requesting information regarding plans for new/upgraded software and hardware upgrades for student labs.
    a. Upgrading/new software must be a decision that is made with input from all areas that use a lab.
    b. Communication of the upgrade/new software must come from Department Chairs only. or their single designated contact person
3. September - Additional proposals for new software and upgrades that will be funded under other means (department, grant, etc.) must be communicated to IT&S by Department Chairs or a single designated contact person for the department.
4. All software requests must include the following information:
    a. Software vendor information (name, address, contact, contact phone).
    b. Specific version of software requested.
    c. Number of copies/licenses required.

      d. Other information that would be necessary for the testing and installation of the software.

5. Early October – Input from 1-4 will be used to develop prototype machines using the identified software.
6. October – Testing of the prototype machine will be performed by users of the labs to be re-imaged with new or upgraded software (no testing will be required for minor upgrades to programs such as Flash, web browsers, etc.).
   a. Interested testers will be identified and communicated to IT&S by Department Chairs or the designated contact person.
   b. A prototype machine will replace one identifiable lab workstation for testing.
   c. A MS Word document will be available for comments (including screen captures, when appropriate) for testers to note corrections and issues.
7. October - November – Rework and re-testing of the prototype machine will take place until the new/upgraded software is functioning properly.
8. January – Images from prototype machines will be deployed to the appropriate labs.