



Purchase and Distribution of Software (External SOP)

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Purpose: This document has been compiled to assist the San Antonio College employees with a guide to request software for Alamo Colleges' computers/laptops.

Scope: All San Antonio College employees requesting software for Alamo Colleges' computers/laptops.

Procedure:

1. Requestor submits a FootPrints ticket or contacts the Helpdesk to place a workorder.
2. FootPrints ticket is routed to the Software Purchasing Queue and processed by the Software Coordinator.
3. Software Coordinator contacts the Requestor by email or phone to confirm software needs.
4. If Office of Technology Services has the software available:
 - a. The Software Coordinator will ask the requestor to provide an authorization letter of the software needs/requirement from their Department Chair.
 - b. The Software Coordinator will get approval from the San Antonio College Director of Information Technology to proceed with releasing the software.
2. If the software needs to be purchased:
 - a. If it is a new software to the requesting department, it must be approved by the San Antonio College Executive Council Team (CET) and reviewed for compatibility by the Office of Technology Services Software Compliance Team (SCT).
 - b. Requestor will be required to complete the **New Software Justification Form**.
 - c. Requestor will be required to complete the **Alamo Colleges Sole Source Justification Form** and will need to ask the vendor for a **Sole Source Justification Letter**, if applicable.
 - d. If the software includes a service agreement it will need to be routed to the VP of College Services and Legal Services for review and approval.
 - e. If approved, the Software Coordinator or the Requestor will get a quote from the vendor.
 - f. If the software requires an email account for registration of the product, the Software Coordinator will obtain a guest email account for the Department.
 - g. Once the approved quote and signed service agreement is received, the Software Coordinator will proceed to create a Banner requisition to purchase the software.

Software Delivery and Software Distribution

- a. Requestor will be notified by the Software Coordinator once the Software is available.
- b. Software Coordinator will assign the FootPrints ticket to the OTS Technicians for installation.
Note: OTS will retain all software media in efforts to manage and track software.
- c. The OTS Technician will update and close ticket after installation is completed (ticket notifications are automatically sent to the requestor).

Escalation: Issues or problems with the above procedures should be escalated to the SAC Director of Information Technology.