

# IT Supported Software Guidelines

<b>Purpose</b>	Information Technology staff at Bridgewater State University will provide either “full” or “limited” support for qualifying software applications as defined below.
<b>Applies to</b>	All full- and part- time faculty, staff, administrators and librarians employed by Bridgewater State University, and all full- and part- time students enrolled at the University.
<b>Definitions</b>	<b>Full Support</b> is reserved for software applications that are adopted by Bridgewater State University at the enterprise distribution level. Software in this category is purchased and maintained by the Information Technology operating budget.

“Full” support means that Information Technology staff will provide the following range of services:

- purchasing and maintaining enterprise software licenses
- installation and upgrading
- problem determination and resolution

As of July 1, 2016, “full” support is reserved for:

Operating System: Windows 7  
Internet Browser: Internet Explorer, Chrome, Safari (most recent versions)  
Anti-Virus Software: System Center EndPoint Protection  
Word Processing: Microsoft Word 2013 / Office 365  
Spreadsheet: Microsoft Excel 2013 / Office 365  
Presentation: Microsoft PowerPoint 2013 / Office 365  
Email Client: Microsoft Outlook 2013 / Office 365  
Notetaking: Microsoft OneNote 2013 / Office 365  
Web Page Design: SharePoint 2010  
Plug-ins: Adobe Reader  
Media Players: Windows Media Player, iTunes, VLC Media Player Real Player (free player) Real Player (free player)  
Course Management: Blackboard 9 Learn  
Student Information: Banner  
Encryption: PGP

**Limited Support** applies to software applications that are adopted by

Bridgewater State University at a departmental or lab distribution level. These applications are purchased outside of the Information Technology operating budget (often by individual academic departments), and license upgrade and other maintenance costs are maintained by the purchasers of said applications.

**Best Faith Effort** implies that support for “Limited Support” applications will be provided as time and resources allow as determined by Information Technology management based on current University projects and priorities. Information Technology strongly recommends that individuals and departments purchase support and maintenance agreements with their applications so that vendor support can be provided.

“Limited Support” means that Information Technology staff will provide the following range of services on a “best faith effort” basis:

- installation and application version upgrades (paid for by the purchaser of the application)
- problem determination and resolution of conflicts with existing fully supported software and operating systems

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