SUNY Cortland
Policy on Non-Supported (Specialty) Software for Offices

Information Resources encourages the campus to use supported software whenever possible. However, specialty software that is not supported by Information Resources may be ordered and installed in compliance with the following Guidelines.

- Unsupported specialty software will be ordered only after consultation with a technologist in Information Resources.

- Departments are responsible for funding for this software.

- Support is limited to initial installation and upgrades. There will be no additional training or assistance from Information Resources

- Campus Technology Services will order the software, which should be requested on a Software Request Form. PC Services is responsible for ordering and installing software for PC's; Macintosh Services is responsible for ordering and installing software on Macintoshes.

- Campus Technology Services will make arrangements for installation, and will retain the installation media in the CTS office.

- When the order is placed and when the software is installed, individuals will be told that they cannot expect to receive campus technical assistance with the software, nor will it automatically be available on classroom computer projection systems.

- The CTS Secretary will enter a record of the software into the inventory database and send a copy of the completed form to the APIR Secretary to initiate the department charge-back process.

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