

Standard Operating Procedures (SOP) for configuration updates in ICTS-managed computer labs

Details required when logging a call:

- Software Name
- Software Version
- Software Champion Contact Details
- Licensing details
- Lab Details (Which labs)
- Time Line details (by when)

Roles and responsibilities for each stage

- R - CRM
- A - CRM TL
- C - LO
- I - SR

- R - LO
- A - LO
- C - CRM
- I - CBS

- R - LO
- A - LO
- C - CRM, CBS
- I - SR

- R - CBS
- A - CBS TL
- C
- I - SR, LO

- R - CBS
- A - CBS TL
- C - LO, SC
- I - SR

- R - LO
- A - LO
- C - CBS, CRM
- I - SR

- R - SC
- A - LO
- C - CBS
- I - SR

- R - CBS
- A - CBS TL
- C - LO, LA
- I - SR

- R - CBS
- A - CBS TL
- C - LO, LA
- I - SR

Introduction

Up to 2009, ad hoc changes to lab images were a paid-for service. From 2010, this is no longer the case. Changes can now be made at almost any time as ICTS has developed a new method of incorporating new software into existing images. This document details the SOP for adding, removing or changing software in existing ICTS-managed computer labs.

For the rest of this document, adding, removing and changing software is referred to as an update.

To request a brand new lab image, please contact the Lab Project Manager, currently the Core Business Services team leader, Pierre Neethling.

Hardware changes to an existing lab are managed during the Microlab Project, which runs twice a year during the June and December vacation periods. For more information contact the Lab Project Manager, currently the CBS TL.

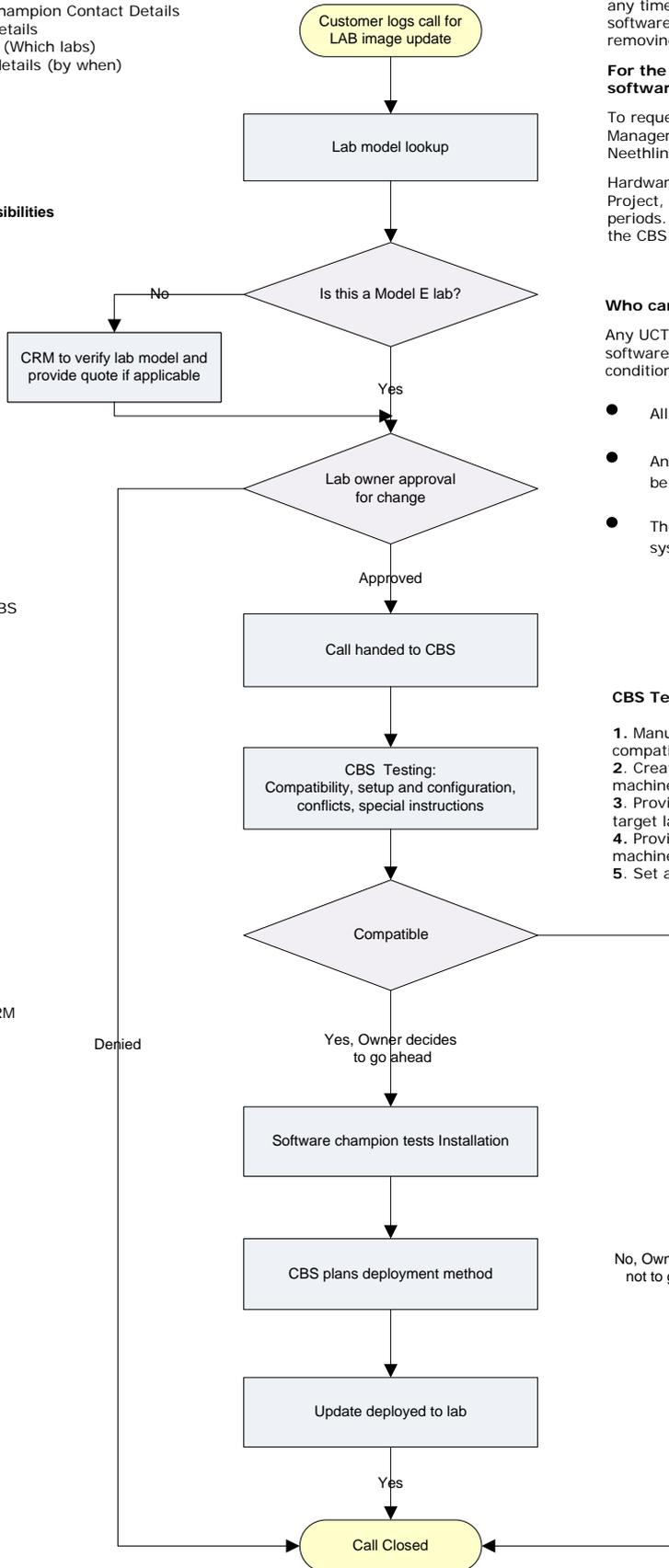
Who can ask for a software change?

Any UCT staff member may request that a specific, non-standard piece of software is added to the image. Changes are subject to the following conditions:

- All requests must be approved by the lab owner.
- Any conflict that CBS can detect with already installed software will be reported to the lab owner, who will decide on the way forward.
- The software must have a valid licence that is compatible with lab systems, specifically:
 - Windows compatible
 - Licence server (flexlm)
 - Standalone licence

CBS Testing

1. Manually install the software on a target lab machine to test compatibility.
2. Create an install script to automate the installation on the target lab machine.
3. Provide the software champion(s) with a test opportunity on the target lab machine.
4. Provide the lab admin with a test opportunity on the target lab machine.
5. Set a deployment date and agree with all parties.



Key to abbreviations used

LO = Lab owner
 LA = Lab Administrator
 SR = Software requester
 SC = Software champion
 CRM = Customer Relationship Management team
 CBS = Core Business Services team

Key to Roles and responsibilities - RACI

R = the person or team Responsible for working on the activity
 A = the person or team Accountable for decisions (with Yes/No authority)
 C = the person or team to be Consulted or involved in decision making
 I = the person or team to be kept Informed of decisions