

# Software Installation Policy

## Objective

The purpose of this policy (referred hereinafter as “**Policy**”) is to ensure the secure and efficient installation of software applications across Saint Joseph University of Beirut (referred to hereinafter as “**University**”) computing infrastructure. The Policy emphasizes the importance of security checks and respect for licensed software before software installation to mitigate risks associated with vulnerabilities, potential threats and legal compliance.

The Policy addresses all issues relevant to software installation and deployment on the University’s computer systems.

## Scope

This Policy applies to all the University’s faculty and staff, or authorized individuals, and Computer systems (hereinafter defined).

## Exception

Unless approved in writing by the IT, the Information Security Department or the IT Management and Security Commission, there are no exceptions to this policy.

## Description

### 1. Policy details

This Policy will set protocol as to how software is to be delivered to better enable the IT Department to achieve its objective of delivering stable, well-performing technology solutions.

The University’s IT Department is exclusively responsible for installing and supporting all software on University Computers. These responsibilities include:

- Office desktop computers
- University laptop computers
- Computer lab public desktop computers
- Work from home computers that are provided by the University.


The University IT Department provides and installs software and hardware in good operating condition to the University faculty and staff, so that they can best accomplish their tasks.

### 2. Procedure for Software Installation

Faculty, staff, or authorized individuals must submit a formal request for software installation to the University IT Department on the intranet at: <https://helpdesk.usj.edu.lb>. Requesting software follows the Software Procurement Policy.

This request should include details such as the software name, version, purpose, and the systems on which it is intended to be installed.

The IT Department will review the software request to ensure compatibility with existing systems, licenses, and legal requirements. The IT Department may also evaluate the software’s security and privacy implications.



Software installations that pose potential security risks, conflicts with existing systems, or violate licensing agreements may be declined.

Users should be aware that Software installation is a time consuming and error prone task. Therefore, users are required to submit their software installation requests at least two working days prior to the date upon which the installation is expected to be done.

The installation of software on laboratory systems should be submitted at the beginning of the academic year, or at least two weeks prior to the date upon which the installation is expected to be completed.

End users are expected to perform a full functional testing of any installed software for validation.

### 3. Acceptable Usage

- An IT-created image or an original manufacturer equipment installation on the hardware
- An IT department installation procedure that provides for the following:
  - Upgrade considerations (if applicable)
  - Data conversion (if applicable)
  - Installation options
- A shortcut to a network application (not truly an installation)
- An automated installation through an IT-developed solution that may be used in a rapid-deployment scenario or silent-install situation
- A terminal application or thin-client type of application accessible via the University intranet page

### 4. Unacceptable Usage

- An installation not by a procedure
- A piece of software purchased for one's home computer
- A downloaded software from the Internet
- A pirated copy or unsupported version of a software
- Any means not covered by the ways that software can exist on University computers

### 5. Software licensing

Most of the software titles on the University current software list are not freeware; therefore, the cost of software is a consideration for most titles and their deployment. It is the goal of the IT Department to keep licensing accurate and up to date. To address this, the IT Department is responsible for purchasing software licenses for the following software categories:

- Desktop operating system software.
- Productivity tools package.
- Internet software.
- Accessories.

The other software categories are the purchasing responsibility of the workgroup in which they serve. However, the application(s) are still installed and supported by the IT Department.

To control costs, licensing costs are a factor in the decision-making processes that go into the University software planning and request approval.

### 6. Policy implementation and enforcement

This Policy shall be implemented as of the date of its adoption by the University Board and may be amended by the University Board in accordance with the provisions of Article 66 of the University Bylaws.