Blue Mountain Community College
Administrative Procedure

Procedure Title: **BMCC Software Support**
Procedure Number: 04-2004-0003
Board Policy Reference: IV.A.

Accountable Administrator: **VP for Information Technology**
Position responsible for updating: VP for Information Technology
Original Date: April 8, 2004
Authorizing Signature: *signed original on file*
Dated: 04-13-04
Revised:

Purpose/Principle/Definitions:

Support Levels:

Software Support Levels	Level of support	Installation of Software	Problem Resolution	Training	Funding	Applications
Standard	6	Install	YES	Individual/ Seminar	TST	Microsoft Office Pro (Word, Excel, PowerPoint, Access), GroupWise, Operating System (Windows 95, 98, XP and 2000) Antivirus
Alternate	5	Install	YES	Individual	TST	Determined by disability
Institutional	4	Install	YES	Contract/ Special	Dept.	Poise, ADP, Greentrieve, FileMaker, Visual FoxPro, C#, SQL….. (Reviewed on an as needed basis)
Academic	3	Install	ASSIST	None	Dept.	Adobe PageMaker, Peachtree, QuickBooks…… (reviewed on a Quarter by Quarter Basis)
Departmental	2	Assist	Vendor	None	Dept.	Visual FoxPro, FileMaker Pro…….
Individual	1	Assist	Vendor	None	Dept./ User	Quatro Pro*,
Unacceptable	no support	Remove	NO	None	None	Viruses, Unlicensed Software, Unapproved Freeware/Shareware, Music Sharing Software, Pornographic or Illegal document and/or images

Definitions:

**Definition of
Support Levels**

Standard:	Designed as the campus standard and included with all new systems. New staff will be expected to use it while current staff will be encouraged to migrate to it. (Microsoft Campus License Software, GroupWise and Symantec Antivirus)
Alternate:	Acceptable alternatives to standard campus software can be requested via the *Americans with Disabilities Act of 1990*
Institutional:	Software used in the Administration of the BMCC programs.
Academic:	Designated as required for use by students enrolled in BMCC courses. (Primarily unique computer lab software)
Departmental:	Unique to the needs of a department.
Individual:	Unique to the employee's job or personally owned by the employee but used as an integral part of job performance.
Unacceptable	Does not comply with BMCC Computer Use Policies.