



## IT Services - Software Application Guidelines

IT Services provides a number of Software Application services, as follows:

- Software applications for teaching can be accessed via UCD Connect - Apps Anywhere, on lab computers, office computers and laptops.
- Some software can be downloaded for use on personal/office computers/laptops, this is dependent on the type of license that UCD has with the supplier of the software.
- Some software can be purchased at reduced (academic) pricing.
- Faculty and staff can request a new software application, required for teaching, to be distributed through the AppsAnywhere platform (license and budget dependent).
- A software application catalogue showing all the applications available in UCD and how to access them. The software application catalogue can be viewed at:  
<http://www.ucd.ie/itservices/ourservices/software/applicationcatalogue/>

The following criteria are required for a software application to be packaged and made available through AppsAnywhere, this applies to both free and paid for applications:

- The software application is to be used for the purposes of teaching and learning in UCD.
- The software has been purchased by the school/college/programme/unit or appropriate budget exists to allow the software application to be purchased.
- The software license allows for the software to be distributed in a virtualized manner.
- The software license has the appropriate concurrency levels in place, where required.
- The software application must be a Windows based application.

To apply to get software added to the application catalogue, a faculty or staff member should:

1. Refer to the Application Catalogue (linked above) to establish if a similar software application is available and could be used as an alternative.
2. If there is still a requirement for the application and the application is freely available, the faculty or staff member should contact [ithelpdesk@ucd.ie](mailto:ithelpdesk@ucd.ie) to request the application.\*
3. If there is a requirement for the application not met by the current catalogue and there is a cost associated with the software, the faculty or staff member should first ensure that appropriate budget is available in their subject area/school/college/unit to purchase the software. The faculty or staff member should then contact [ithelpdesk@ucd.ie](mailto:ithelpdesk@ucd.ie) to request the application.\*
4. All new software application requests will be evaluated against the above criteria

\*Please allow up to 4 weeks from request date for the application to be made available via Apps Anywhere.

IT Services will maintain the latest version of an application and a maximum of one other version.

Existing software usage is reviewed at the end of each teaching semester, software applications that do not have significant usage will be reviewed and considered for retirement. Appropriate notification to end users will be issued before the retirement date of any application.

While IT Services host these software applications, we are not in a position to offer in-depth support or training in the use of these software applications.