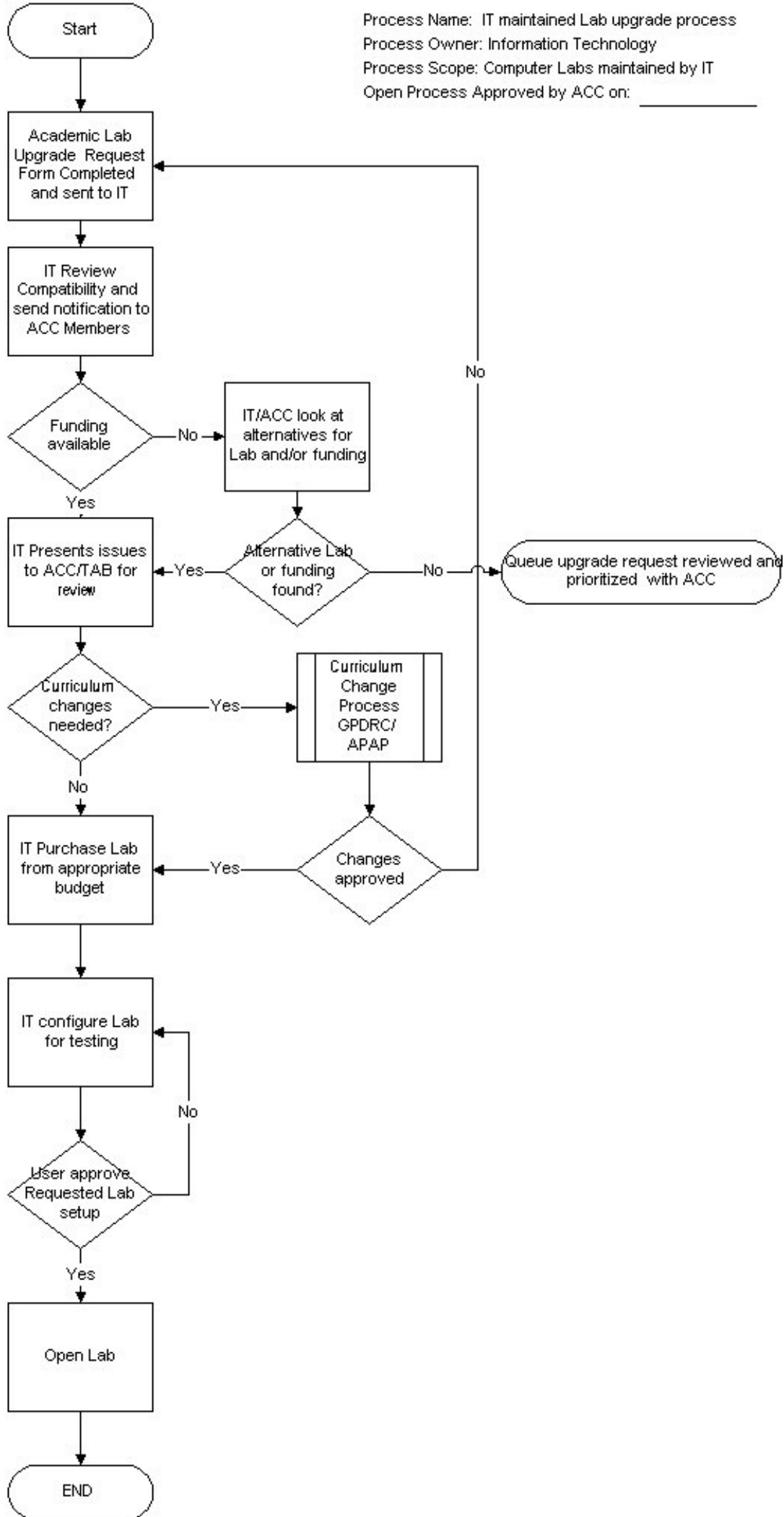


Presented to ACC on 07/23/2002

Process Name: IT maintained Lab upgrade process
Process Owner: Information Technology
Process Scope: Computer Labs maintained by IT
Open Process Approved by ACC on: _____



Faculty and/or IT completes Lab upgrade request form which includes Dept Head authorization

IT looks at impact of request and determines Server, SW, HW, Licensing and OS changes that may be required to existing environment

Does the appropriate budget (Department, Provost, IT or Dr John) have the needed funding

To facilitate an "Open" process, IT will present any issues with the upgrade request. ACC/TAB will review and advise.

IT configures Lab based on functionality listed on Lab upgrade request form. HW will be setup within 4 weeks of receipt of HW, SW media and manuals.

User completes Lab deployment certification checklist