

**University of Wisconsin – Milwaukee
College of Letters & Science
Information Technology Office**

**L&S Instructional Computer Labs:
The Responsibilities of Lab Clients and Support Staff**

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The L&S IT Office supports over 20 instructional labs in 6 L&S buildings. This document has been drafted to provide L&S Clients with an overview of the responsibilities that both the Lab Clients and the Lab Staff have in ensuring that their labs are properly maintained.

L&S instructional computer lab client (or “the client”) is the main contact point for a particular lab supported by the L&S IT Office. This person conducts the oversight of the lab on a regular basis from within the department, and also helps the L&S instructional computer lab staff by informing them of any problems which arise during the use of the lab by faculty or students. The client is also responsible for gathering all of the lab requirements for the departmental lab or labs which they support. Generally, this person has a basic knowledge of all of the programs that the “lab image” will contain and will be able to identify when they are not working properly. The client should be the single contact person which passes software requests on to the L&S IT Office staff for inclusion in an image.

L&S instructional computer lab staff (or “the staff”) is the main contact person within the L&S IT Office for a particular lab. This is the person that is responsible for imaging the computers, and replacing and repairing computers when problems are found by the client.

An **“image”** is the operating system and the software suite for a lab that is saved onto a hard drive in a way that makes it deployable en masse to the entire lab.

Licensed software is software that is approved for use in a lab according to the license agreement. For more details on how software in the labs is handled, please refer to the L&S Instructional Computer Lab Software Installation policy

What is expected of an L&S instructional computer lab client?

1. Complete a “lab image requirements” spreadsheet, including the provision of all required data, prior to the development by the L&S IT Office of a new lab “image”

Note: Great care must be taken by the client to ensure the accuracy and comprehensiveness of his or her statement of image requirements.

2. Provide any required software media and special hardware (e.g., CD-ROMs, dongles) for a new LSITO developed lab “image,” prior to its development by the L&S IT Office.
3. Identify any non-standard instructional “licensed software” packages as necessary for a particular lab “image,” prior to its development by the L&S IT Office
4. Review thoroughly and approve an LSITO-developed lab “image,” prior to its deployment by the L&S IT Office

Note: After the client has given final approval of the lab image for a given semester (e.g. the fall semester), no additional software applications can be added to that image until the following semester (e.g., the Spring semester)

5. Provide lab access to LSITO staff members during weekday, work hours for routine maintenance and support.
6. Provide prompt, detailed notification of LSITO of hardware, software and other support problems using the dedicated Lab Support web form located at <http://www.uwm.edu/letscli/sito/labsupport.html>

What the client may expect from the L&S IT Office staff:

1. Solicit from the Client a completed “lab image requirements” spreadsheet, including the provision of all required data, prior to the development by the L&S IT Office of a new lab “image.”

2. Develop accurately and on time each L&S Client-requested lab "image" - based on the lab image spreadsheet information provided by the Client.
3. Install all software in compliance with license requirements.

Note: On an on-going basis, a formal, campus-level "software license compliance" audit will monitor all software license compliance on campus.

4. Verify, prior to its installation, the license status of all instructional software that is considered "licensed" - i.e., instructional software that is not "demo" or "open source/freeware." [The "license status" of such software must also be verified by the UWM Software Licensing authority.] Once the Client has identified a given non-standard instructional "licensed software" package as necessary for a particular lab image, the L&S IT Office is expected to verify the package's license status within five business days.
5. Provide to the Client a version of the LSITO-developed lab "image" for thorough review and approval - prior to its deployment by the L&S IT Office. Once all required image-building information has been provided by the Client to the L&S IT Office, and all license compliance issues have been addressed, the Office is expected to develop the image for Client review and approval within 5 business days, with one additional day for each non-base software package that has been requested.
6. Deploy each Client-approved, LSITO-developed lab "image" on time. Once the Client has reviewed and approved the image, and upon Client request, the L&S IT Office can deploy the image within 2 business days.
7. Respond promptly and effectively to detailed notification by Clients of LSITO of hardware, software, and other support problems.