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

L&S Instructional Computer Labs: Typical Timeline for Deployment of New L&S Instructional Lab Image

Apirl 27, 2006

Introduction: 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 multi-step process by which the L&S IT Office deploys "images" to those labs.

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.

Please note:
(1) L&S Clients are urged to initiate the image-building process *as early as possible* before the anticipated deployment of a new instructional lab image.

(2) As a general practice, the L&S IT Office gives priority in its lab image development and deployment efforts to the *earliest* L&S Client submissions of requirements (see Step 1, below). Typically, the first requirements "in" will yield the first lab deployment "out."

Step 1 - For each individual lab image that is required, the L&S Client:
- provides to the L&S IT Office a completed "lab image requirements" spreadsheet,
- provides to the L&S IT Office any installation media and hardware (e.g., CD-ROM's, dongles) required for lab-specific instructional software (e.g., Stata and Minitab) in the lab, and
- identifies any lab-related software as potentially raising license concerns.

Step 2 - Within 5 business days after the completion of Step 1 – The L&S IT Office will:
- confirm to the client that no lab-related software raises license concerns,
- verify the license status of any non-standard instructional "licensed software" packages, or
- discuss alternative software packages that do not pose license issues.

Step 3 - Within 5 business days after the completion of Step 2 (with 1 business day added for each non-base software package that has been requested) – The L&S IT Office will provide to the Client a version of the LSITO-developed lab image for the Client's thorough review and approval.

Step 4 - The L&S Client reviews the lab image and either:

- **Approves the lab image** and at the Client's request, within 2 business days after the completion of Step 4 – the L&S IT Office can deploy the Client-approved, LSITO-developed lab image.
- **Deems modifications of the lab image to be necessary** within 5 business days after the completion of Step 4 – the L&S IT Office will provide to the Client a revised version of the LSITO-developed lab image for the Client's follow-up review and approval. At this point, Step 4 is repeated until the image is approved.