	Procedure/Guideline Title: **Production Server – Instruction**	Policy Number: **034.TS.106**
Category: Information Technology **Applicable for:** Faculty/Technology Services	**Effective Date:** 11.16.2016 **Prior Effective Date:** **Enabling Act:** Technology Steering Committee Approval	**Owner:** Technology Steering Committee **Responsible Office(s):** Technology Services

Background

As an institution of higher learning, UC Clermont both uses information technology and provisions it to the members of the university community. These guidelines have been developed to create a framework that ensures an effective technology infrastructure for all faculty, staff, students and visitors at the college. The primary directive of technology at UC Clermont is to support, promote and enhance the learning process.

As per the University of Cincinnati's policy on Information Technology, all operating units that use information technology shall be responsible for:

- Developing and implementing, when appropriate, additional IT policies, guidelines or procedures specific to their academic or administrative units.

In order to provide a stable and reliable infrastructure, UC Clermont has established a timeline for procurement and installation of server based, new software and major updates. Critical security updates may fall outside of this timeline, but every effort will be made to ensure the reliability of the server systems

The timeline provides the following immediate benefits for all system users:

o Faculty and Core Services have an opportunity to plan for product upgrades.

o Faculty are more inclusive in planning for future instructional software updates.

o Additional time for product planning which allows for more responsible budget management of server software purchases.

o Faculty/Student workstations running server based products have reliable access to these products.

o Consistency between planning/implementation/usage of server based products.

Guidelines
The specifics of this document address the issues of planning and installing instructional software on a UC Clermont production servers.

Timeline
- Purchase of individual software products for testing on faculty PCs   Anytime

- Software planning for next academic year   October-December

- Inclusion of software products in college budget   December

- Purchase budgeted software products   June-July

- Install new software on "production" server   July – August

- "Production" window   Late August–Early May

"Production" time table
The "production" environment coincides with the academic calendar at UC Clermont. The "production" instructional server period begins with the first day of classes in August and ends with the completion of spring quarter in May. Once the college is in the "production" window no additional applications will be added to the instructional servers for that academic year, unless deemed as an emergency or necessity by the Academic Services department.

> *See Exceptions section

Testing new/planned software
Planning and testing of potential new instructional packages is a yearlong activity. Budget planning begins in the first quarter of the calendar year. In October/November faculty and Technology Services begin working together to outline what products will be used for instruction the following year. Initially new single user versions of software may be purchased for installation on faculty machines for testing. Network versions of products may be purchased, if funding is available, and installed on servers in "test" areas for proper network evaluation. Completion of this product testing is typically in May.

Server software upgrade/update window(s)
The software upgrade process begins July 1 of each year, when new budget funds are made available. The software identified by the faculty and Technology Services for use during the next academic year is ordered. Once received, products and/or upgrades are installed and tested. Wherever possible, existing copies of software are left untouched for summer school course work.

* See Exceptions section

Textbook programs/applications/CD
Textbook companies often provide student copies of the software product with their textbooks for students to use outside of the classroom on their home computer. Most of these programs are student or "limited" versions and are not licensed to be installed on the college network. In some cases, a full version may be purchased and networked installations fall under the production timetable.

Exceptions
As in any production computing environment, there will be exceptions to the production time table. The following exception scenarios can apply:

1. All UC owned servers are required to maintain security and critical patches to the operating systems and server related components (i.e. databases, web server, etc...), this will be installed and maintained according to best practices and UC standards.

2. Occasionally a service patch will be issued for server operating systems and components. These will be reviewed and installed as necessary. Every effort will be made to ensure the necessary uptime and reliability of all servers.

3. A "core" server based product encounters a bug or error that renders it ineffective for instructional use during a "production" period. A "core" product is defined as an instructional software product located on a "production" instructional server that is used by many classes/disciplines or students. This situation would be considered an emergency, and installed/upgraded as necessary. Every effort will be made to ensure the necessary uptime and reliability of all servers

4. A small, non-core, software product is brought to Technology Services for installation on the server. The product is tested and determined to be compatible and safe for server use. It is also found that it can be used from the server without additions to the student workstations. This type of "production" installation would be deferred for installation during a break period.

Use of Information Technology
http://www.uc.edu/content/dam/uc/infosec/docs/policies/Use_of_Information_Technology_Policy.pdf

Contacts
Technology Services   513.732.5216

History