Policy

USC Upstate Information Technology Services (ITS) has worked with the schools and various business units within the University to determine a core set of software applications to include on the base (standard) installation for all University owned computers. The base installation consists primarily of institutional software supported by an ITS site licenses. Contact the Help Desk or visit the ITS website for a listing of software included on the base image.

Users may request to have additional software installed on their University issued computer, however to ensure the University complies with the necessary Software License Agreements the following guidelines must be followed. It is the user's responsibility to obtain the required license key or media, for all software requests that deviate from the base installation.

- Licensing Guidelines: one of the following must apply
    o ITS has a site license for the software
    o ITS has a valid license on file for that user
    o User can provide a valid product license key for the software (email receipt with license key from VIP is sufficient)
    o User can show in the terms of use that they are eligible to install the software for free
- ITS has or is provided with installation media for the software

In the circumstance an ITS managed computer needs to be reformatted (reimaged) or refreshed by the ITS Help Desk staff, the staff will attempt to inform the user, prior to services being rendered, of any software previously installed that is not included on the base software image that cannot be installed without proof of license key. ITS will install software that meets the above criteria at the time of service.