

Software Policy

The purpose of this policy is to set the guidelines for software loaded and/or used on the personal computers located on the network and or at off site locations.

The designated software to be loaded at each workstation falls under the guideline from the Office of Information Technology. All software not on the designated list must be pre-approved by the local computer services for verification and will be installed only by the local computer services.

It is our intention to provide quality services to our users and/or consumers, in the event you need or would like special software the request should be made to our local Help Desk for review.

No software and hardware other than the approved DOIT list will be purchased unless previously authorized by DOIT

Computer Services does not allow employees to download any type of software to their computer, Adobe Acrobat Reader is available on the DMH Network for employees that have a job related need to print PDF Files. Staff requiring access to Adobe Acrobat must obtain approval from their manger using the DP-65 form ([Appendix B](#)). Upon receipt of the DP-65 form their local system administrator will generate a Work Order to give the employee access to Adobe Acrobat Reader.

Software, Supported

The DMH Network Services Unit has certified numerous software products for use on DMH LAN/WANs. These products fall into two categories and are listed below:

Category 1 - These products are approved for use on DMH LANs. In addition, **these products are fully supported by Network Services. Assistance will be provided by Network Services staff to LAN Administrators who encounter problems related to these products.**

PRODUCT

ArcServe
Norton Symantec
Unix Print Services
GroupWise
environment)
Hummingbird
Hummingbird

DESCRIPTION

Tape Backup software
Antivirus software
Remote Print Software
E-mail (used in Windows

Mainframe access software
Unix (CIS) access software

TCP/IP	TCP/IP stack for Windows 95
Zen Works	Systems Management software
Netware	Novell O/S
Microsoft Windows 2000	Microsoft Network O/S
Microsoft Office XP (2002) and Access)	Application software (Word, Excel, PowerPoint, and Access)
Registrar/Pathlore	Training Database Management

In the case of Applications software, Network Services staff will provide assistance only for problems that are technically related. System Administrators and end users are expected to attend training classes in order to master the features and capabilities of this software.

Category 2 - These products are approved for use on DMH LANs. However, **these products are not fully supported by Network Services. System Administrators should not expect the Network Services staff to be able to answer questions regarding the features and capabilities of this software. The DMH Training Facility offers classes on these products.**

PRODUCT

Excel
Access
Word
PowerPoint
Internet Explorer
MS Projects
Registrar/Pathlore
Groupwise

DESCRIPTION

Spreadsheet software
Database software
Word processing software
Slide show software
Internet Browser
Management software
Training Database Management
E-mail System


The following products are approved for use on the DMH LANs however; they are not support by Network Services.

PRODUCT

- I/Q
- Medicus
- Resq
- Path Links /MDS
- InfoSpan
- Starting Line
- Dictaphone
- Maximo
- MedRec

- QS1
- Pen Billing
- Medical Manager
- Lotus 1-2-3
- Microsoft Publisher
- Microsoft MapPoint
- Microsoft FrontPage
- Microsoft ActiveSync
- Intellisync
- Scotland Yard
- Adobe Photo Shop/Premier

Workstations will be audited randomly as well as when work orders are to be completed. When a technician is onsite the workstation will be inventoried and specified as “with-in standards” or “not in compliance” and corrective action will be taken. The Supervisor will be notified and pc will be re-imaged if necessary.



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Date