# The University of Macau
## Guidelines for Requesting Software for Academic Purpose
## (For Academic Staff Only)

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| Document code: | ICTO-ACTS.11/201603/003.r02 |
| Approval date: | 6 March 2023 |
| Effective date: | 6 March 2023 |
| Supersedes: | ICTO-ACTS.11/201603/003.r01 |

*Keywords: academic staff, funding, software license, software installation, software request, teaching and learning*

*Remarks: Simplified the workflow including revising section 1. and 2.2 about the handling with CTLE and keep one software acquisition request form; and revising section 3. By removing the installation form and simplify the contents.*

## 1. Purpose

In order to maintain the effective use of the software budget and leverage the economic scale of software purchases, care should be taken to purchase the software items that can facilitate teaching and learning. As the Information and Communication Technology Office (ICTO) is responsible for overseeing the campus-wide software needs and the associated budget as a whole, ICTO will observe and gather the software needs from academic units of the University. Concerning there might be different software needs from different academic units, several funding approaches are established for individual faculty to consider when acquiring software.

The purpose of this guideline is mainly to provide information to academic staff on the available funding approaches for acquiring software.

## 2. Software Acquisition

### 2.1 Funding Approach

**Approach 1** – Common software used by campus-wide users
- ICTO would collect the requests from academic units and submit to the Information and Education Technology Committee (IETC) for consideration and/or endorsement.
- If the initial budget or annual subscription of any single request exceeds ICTO's annual budget, IETC may consider:
  - To unsubscribe any existing software or reduce the number of existing licenses in order to subscribe the new ones; or
  - To seek UM management's approval for the new initiative budget.

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**Approach 2** – Software specifically used by two or less than two academic units

- The academic unit(s) should be responsible for the cost of the software, i.e. to pay the cost of the software with their own budget, or to share among the concerned academic units.
- If necessary, ICTO could assist in:
  o Coordinating the cost sharing of the academic units.
  o Installing the software in ICTO servers or computer rooms.

**Approach 3** – Software funded by any three (or more) academic units

- Any three (or more) academic units could jointly propose a software request to ICTO.
- ICTO would study and evaluate the request. If it is found that upgrading the purchase could benefit the campus-wide, ICTO may consider funding the remaining part of the total cost of the software provided that budget is available and the arrangement is endorsed by IETC.
- In such case, the concerned academic units should share a bigger portion, i.e. over 50%, of the total cost of the software, but the shares do not necessary to be evenly distributed.
- No software license will be renewed in the following year if any of the concerned academic unit(s) no longer shares the cost of the software.

## 2.2 Procedures

- For any software acquisition requests with funding approach 1 or 3 mentioned in point (2.1), the requesting unit should submit the Software Acquisition Request Form to ICTO online.
- Upon receiving the requests, ICTO would conduct detailed study and evaluation on the software requests, and provide suggestion (if any) on the appropriate approach for acquiring the software.
- Whenever ICTO finds any received requests related to IT tools that enhance teaching and learning, ICTO will approach CTLE for further comments.

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- ICTO would submit the software acquisition plan to IETC yearly for further discussion and endorsement.

For the evaluation of the software acquisition requests, the following criteria will be taken into account:

- Legality
- Purpose(s)
- Compatibility with the existing system
- Resources requirement
- Usage
- Others, if applicable

## 2.3 Timeline of the Year

**Timeline of ICTO for Handling Software Acquisition Request**

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| *Before December* | • Collect requests through IETC or General Office of academic units for new academic year<br>• Perform review on annual software usage |
| *Before February* | • Analyze the requests based on predefined criteria<br>• Coordinate the departmental cost sharing if necessary<br>• Submit software plan to IETC for discussion |
| *Before April* | • With IETC's endorsement:<br>  ➢ Proceed with the related procurement if budget is available<br>  ➢ Put it in the software plan of next year if budget is not available<br>• Inform requesters the result |
| *September* | • Software ready for new academic year |

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## 3. Software Installation

### 3.1 Approach

Academic staff and faculties are eligible to request for software deployment in ICTO computer rooms with valid justification.

### 3.2 Procedures

For such software installation requests, the requesting unit should contact our Help Desk.

For the study of the software installation requests, the following criteria will be taken into account:

➢ Legality
➢ Purpose(s)
➢ Compatibility with the existing system
➢ Course/Research project that needs the software
➢ Resources requirement
➢ Number of available licenses
➢ Usage
➢ Others, if applicable

## 4. Contact

You may refer to the below contact for enquiry and submission of the request:

ICTO Help Desk
Email:   icto.helpdesk@um.edu.mo
Tel:  8822 8600