Software

Software on campus falls into one of four categories: **Supported, Unsupported, Mandated, and Prohibited**. These classifications govern the degree of support ITS will provide for a given software package.

**Supported** software covers software that ITS will install and provide technical support for. If problems are encountered with supported software, ITS will make every reasonable attempt to resolve the problem or provide a work-around. Some packages classified as Supported may be reclassified as Mandated in order to protect other users, preserve the integrity of the network, and comply with KCTCS security and compatibility mandates.

**Unsupported** software covers software for which ITS does not provide technical support. This may also include older versions of previously supported packages. If problems are encountered with unsupported software, ITS can either remove the unsupported software or upgrade the software to a supported version if available.

**Mandated** software covers software ITS has approved to run on all ITS maintained computers. This software is necessary to protect other users, preserve network integrity, and comply with security and compatibility mandates. ITS will install mandated software, provide support for mandated software, and make every reasonable attempt to resolve any problem or provide an alternative solution. As necessary, ITS will update or upgrade mandated software packages.

**Prohibited** software covers software that ITS has determined poses a threat to other users or the integrity of the network. ITS does not provide support for prohibited software and will remove the software as soon as it is discovered.