

# Duke Office of Information Technology

## IT and Operational Software Requests

[Request IT/operational software](#)

### Process for IT and operational license requests

[View request process flowchart](#)

1. Faculty, staff or designee submits a complete software request via the Site License Web page.
2. The request is routed to the Site License coordinator, and sent to the Site License Committee chair and OIT-Student Technology Services manager. The request is reviewed to verify that it falls in the appropriate software request category and/or if there is overlap in the categories.
3. The Site License coordinator sends an acknowledgement that the request has been received, specifies which committee will review the request, and provides a time frame for the review.
  - IT /operational software requests are reviewed by the Site License Committee.
  - Academic/research software requests are reviewed by the CIT Advisory Board.

NOTE: If the requested information is not complete the request will be sent back to requestor.

4. The Site License coordinator polls the Duke community to see if other groups are using or interested in using the software (CLIF, CLAC, Computing@Duke). The coordinator also requests pricing and volume purchase information from the vendor.
5. Once all the information is gathered, the request is presented to the Software License Committee.
6. The Software License Committee recommends to approve or decline the request.
7. If the request is declined, alternate methods or a group purchase are recommended. The information is posted to the Site License Web page.
8. Approved software information is posted to the Site License website. OIT finalizes any funding and contracts and makes the software available when ready.

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