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Department	Information Services
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Disclosable	Yes, publically disclosable

Title	Software employees can install and update
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1.0 Purpose

- 1.1 To define software employees may install on their own, and to provide basic installation instructions.

2.0 Scope

- 2.1 This SOP applies to all Kittitas County employees. IS staff and certain employees from other departments may be approved to install additional software not covered in this SOP.

3.0 Definitions

3.1 Software

Any application that can be installed or run on a client or server computer used to conduct Kittitas County business.

3.2 Install

To prepare a program to run on a computer. Installation typically copies files to a computer and registers components with the computer's operating system.

3.3 Host system/host machine

The client or server computer from which the program will run, and where it must be installed.

3.4 License

A document that grants rights to use software.

3.5 Malware

Applications, such as viruses or spyware, designed for malicious or misrepresented purposes. Such software usually gathers information, and is often used to steal confidential information, such as passwords, usernames, and account numbers.

4.0 Responsibilities

- 4.1 **IS staff** is responsible for installing software not on the list of software approved for employees to install and the list of software employees may update but not install.

- 4.2 **Other county employees** may only install software on the approved software list, unless approved by the Director of Information Services.

5.0 Prerequisites

- 5.1 Access to the Kittitas County network.

- 5.2 The user must have access to the installer packages for any software to be installed.
- 5.3 The user must have privileges on the host machine that allow for the installation of software.

6.0 Procedure

- 6.1 Review the list of software on CAMAS (<http://camas-net/is/software-installation.aspx>) approved for employees to install to ensure you may install the software. If the software you wish to install is not listed, contact IS via service request.
- 6.2 Connect to the county network software store on P:\ and browse to the folder containing the software you wish to install.
- 6.3 View the KCIS-instructions.txt file in the software folder for installation instructions.
- 6.4 Close ALL open programs. Failing to close programs may result in aborted installations, incomplete installations, or even corruption and loss of data.
Note: It is often wise to restart the system before installing a program, especially if the system has not been restarted for an extended period of time.
- 6.5 Run the installer program.
- 6.6 Provide information to the installer as prompted.
- 6.7 Do not install optional software unless it is also listed in the approved software installation list. For example, if installing Google Earth, do not install Google Toolbar.
Note: Most software requires a user and an organization to be named. For user, type the name of your department. For organization, type Kittitas County.
- 6.8 Follow the instructions to finish installation. If the program requires a system restart to finish installation, ALWAYS restart before attempting to access the program. Failing to do so can cause the program to stop functioning.
- 6.9 If the program does not install correctly, please notify IS immediately for assistance. Do not attempt to take steps to correct the issue (aside from restarting your system, which is always a recommended troubleshooting method), as these steps may exacerbate the problem.

7.0 Documents

- 7.1 CAMAS (<http://camas-net/is/software-installation.aspx>) list of software approved for employee installation.
- 7.2 [Other SOPs regarding software.](#)
- 7.3 Note: If you need to install software not on this list, to conduct county business, please contact IS via service request.

8.0 References

- 8.1 None.

9.0 Departments affected

- 9.1 All departments within Kittitas County.

9.2 IS has additional responsibilities as noted in previous sections of this SOP.

SOP Revision History

Rev #	Issue Date	Summary of Changes
000	2009/05/11	Original issue.

SOP Approval

	Name/Title/Department	Date
Author:	Dave Neel, Service Desk Specialist, Information Services	2009/04/17
Reviewer:	Jim Goeben, Application Development Manager, Information Services	2009/05/11
Approver:	Duke Senter, Director, Information Services	2009/05/11