

# ITS User Application Change Management

## Software Updates

Software has been categorized into different tiers based on campus usage:

Tier	Description	Update Timetable
Tier 1	Computer OSs & critical campus wide software	Semester/Summer break - 1 month notice for evaluation and feedback
Tier 2	Campus wide software	Semester/Summer break - 1 month notice for evaluation and feedback
Tier 3	Multi-department non-critical software	Notify key stakeholders - 2 weeks notice
Tier 4	Single-department software	As needed and at the prompting of stakeholders

## Hardware Updates

Hardware is typically upgraded during the summer upgrade cycle. Once hardware has been identified for upgrade, it will be shown here (typically mid spring).

**No computer updates at this time.**



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