

Lakehead University

SPSS Sales

Technology Services Centre

Standard Operating Procedure

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Signature:



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Signature:



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Review and Revision History

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GENERAL STATEMENT

Technology Services Centre is a LICENCEE for distributing the SPSS software to those at Lakehead University that wish to purchase it. Recipients must have a Lakehead University Email address. This procedure outlines the steps for selling, distributing and recording payment for licenses. SPSS software is a yearly license that expires at the end of August. The software may be purchased throughout the year at any time, however the cost is not pro-rated.

REQUIREMENTS

Individual SPSS licenses: for Windows 32, Windows 64, MAC. Server license is purchased for labs.

CDs and sleeves need to be purchased, burnt and labeled. Licenses and patches must be copied to CD. Single copies of the Annual Agreement document, for either Windows or MAC, printed.

PROCEDURE

TSC Computing Services Manager places order. New Licenses for year need to be downloaded to shared Google document attached to Helpdesk's email account called 'SPSS'.

Annual Agreement documents for last year stored on: "Fileserver1, servdesk, SPSS, 2010". Modifications to document may be needed each year, such as to pricing, etc. Once documents have been updated they need to be printed. Annual Agreement has 2 versions, one for PC and one for MAC.

A TSC – Request for Service Form (RT) is created for ALL sales.
(<http://supportticket.lakeheadu.ca/rtForm.php>)

Upon purchase, clients are notified that the individual license will be emailed to them within one business day. The next available license is obtained from "Shared Google Document: SPSS" owned by the Helpdesk myEmail account. In the document, add the Annual Agreement #, client's email address and RT #.

In the RT, if it is a cash or credit card sale, select Reply and choose RTFM: SPSS SALE. Copy and paste the appropriate license number from the Google Document to the RT. Update the Google Document with email address of client. Resolve RT.

In the RT, if a budget code sale, as above elect Reply and choose RTFM: SPSS SALE. Copy and paste the appropriate license number from the Google Document to the RT. Ensure Billable field is checked: Yes

When the request is complete, the ticket is closed. When you go to Resolve RT, select the RTFM: Budget Transfer - Printing/Software and complete as needed. When you resolve RT ensure Billable field is checked: Yes.

Copy of Annual Agreement goes to Lois.