DWD Thin Client System

Thin Client Policies and Procedures for Access Requests:

New application request

The following are the procedures required to request the installation of a New Application on the DWD Thin Client System. Any pre-packaged commercial software or agency developed software not on the approved "standard applications request form" list is considered a "New Application". This request must be approved by the Division IT Coordinator or BITS Staff Supervisor.

A. Person requesting new application:
   1. Call the IT Solutions Center at (608) 266-7252 to open a Cherwell Change Request and request the new application be added to the DWD Thin Client System.

B. The IT Solutions Center will:
   1. Create a Cherwell Service Request for the division thin client user.
   2. SSA – application > request software install > submit request server. Primary CI Thin Client - DWD Enter the thin client user information into the change ticket.
   3. Enter the requested application information in the description box of the change ticket.
   4. Open the "New Application Request Form" and enter the Tivoli Change ticket number in the "TCM Ticket number" under Part A of the form.
   5. Forward the "New Application Request Form" to the requester.

C. The Requester will then:
   1. Have Part A and Part B of the "New Application Request Form" filled out.
   2. Forward the request by email to the "The Division IT Coordinator or BITS Staff Supervisor".
D. The Division IT Coordinator or BITS Staff Supervisor will then:
   1. Once all the information has been entered and reviewed, approve or reject the request and enter his/her name in the Division IT Coordinator name field.
   2. Forward the request by email to the "DWD DL BITS TSS Thin Client Project" email distribution group.

3. The DWD Thin Client project team will review the new application request form and reply to the Division IT Coordinator or BITS Staff Supervisor within one week from receipt of the request by email.

Once the application is approved for testing on the Thin Client System, the DWD Thin Client project team will do the following:
   1. Assign a primary testing contact for the application. This contact will be responsible for managing the installation, configuration and testing of the application on the Thin Client system. This Primary Testing Contact will be entered in the request form under the "Primary Testing Contact" field.
   2. The Primary contact has 7 days after being assigned the contact to schedule a date for installation, configuration and testing of the application. This date needs to be entered by the contact in the request form under the "Date Application is scheduled for Test" field. The Primary Contact is also responsible for organizing a team to test the new application on the thin client system. The testing of the new application has to include performance analysis using some form of load testing.
   3. The Primary Contact has to enter the date of testing completion in the request form under the "Application Testing Completion Date" field. The contact also has to provide a written report summarizing the testing results and the performance analysis. This report has to mention any application compatibility issues when running on the thin client system. The report also has to include any unresolved functionality issues or any performance concerns with running this application on the thin client system. This report is due to the DWD Thin Client Project Team within 7 days of completion of the application testing.
4. The DWD Thin Client Project Team will review the testing results and make a technical-based recommendation as to whether this application will work on the DWD Thin Client System. This recommendation will be forwarded to the Thin Client Project Manager for review within 7 days after the team receives the report from the Primary Testing Contact.

5. The Thin Client Project Manager will determine whether this application will be installed on the DWD Thin Client system and forward his/her decision to the Thin Client Project Team. The decision of the Thin Client Project Manager is final.

6. If the application was approved for installation on the Thin Client System, then the Thin Client Project Team will schedule a date for installation and enter this on the request form under the "Date Scheduled to add to the Thin Client System" field.

7. The Thin Client Project Team will notify the Division IT Coordinator or BITS Staff Supervisor with the results of his/her new application request. If denied, the Project Team must provide, in writing, information explaining the reasoning behind this decision. If approved for installation, the Project Team will provide the scheduled date of installation on the DWD Thin Client System.