Software

Jade University provides its members with a wide range of software solutions, which are managed by the University Computer Center (HRZ). Some of these software solutions are accessible via virtual desktops, while the full range of software is provided via the PC network system.

Software requests

Employees can request “new” software via a process ticket. This process also applies to updates or license renewals.

1. **Preparation and research:** Information about “new” software must be requested by the applicant directly from the software manufacturer. See Framework conditions for software provision and distribution and Necessary information for software procurement
2. **Submission of the process ticket:** Fill out the process ticket with all the necessary details to request provision **This also applies to necessary updates and license renewals**! Note: Please click in the field next to „Process“ and select „HRZ - Erfassung neuer Software (Testphase)“ (ENG.: „HRZ - New software entry (test phase)“).
3. **Statement:** Every request, regardless of whether the software is paid or free, requires a statement from the HRZ. Please contact the HRZ for more information.
4. **Provision and review:** Once the requirements have been reviewed and approved, the software will be provided and listed in the HRZ software menu. You can view the status of the software provision in the process ticket.

Framework conditions for software provision and distribution

- **No support for beta software:** For stability reasons, beta versions are not supported.
- **Distribution via software distribution:** The software and its license information must be distributable via software distribution.
- **Network capability and silent installation:** The software must be network-compatible and offer silent installation (unattended installation). This information can be obtained from the software manufacturer.
- **Contact person:** Each piece of software requires a clearly defined person responsible for the software.
- **License management:** License data should be distributable via central software distribution. Department-specific licenses are usually managed by the persons responsible for the software.

The general conditions are also requested in the process ticket. Please contact the software manufacturer yourself for more information.

Information required for software procurement

In order to optimize software procurement, the following information must be provided in the process ticket:

- Software name and manufacturer
- Current usage status at the university
- Specific place of study for use
- Authorized user groups, e.g., rooms, places of study, students
- Supported deployment method (ZENworks and/or virtual desktops)
- Installation source and detailed instructions
- License details: type, number, cost type, term, and expiration date
- Intended use of the software
- Data protection information (especially regarding the storage of personal data by the manufacturer) Decision matrix: Is a software relevant to the GDPR?
- Manufacturer's contact details (e.g., support address or website)
- Responsible software manager in the department

Software provision

Virtual desktops at Jade University are supplied with software using Omnissa AppVolumes and ThinApps. These technologies enable software packages to be integrated directly into the operating system so that they are ready for immediate use without prior installation.

However, it is important to note that the provision of software on virtual desktops must be explicitly requested and separately reviewed by the HRZ.

In addition, independent installation of software in the VD is not permitted, as it can lead to unexpected effects and problems.

The provided software can be found in the virtual desktops in the start menu of the operating system.

Software distribution

The University Computer Center (HRZ) provides software for all systems connected to the PC network system. **Notebooks are excluded from this.**

This central software distribution is carried out via ZENworks. Similar to a conventional installation, the software must first be installed on the devices of the PC network system. However, thanks to the HRZ software menu, this process is largely automatic.

How it works:

- After logging in to the PC, the ZENworks software menu opens automatically.
- To install software, select the desired product from the menu and confirm the prompt. This prompt serves to prevent unwanted installations.
- If the software menu has been closed, you can reopen it under “Start / All / Start menu.”

Important: To ensure system reliability, installing your own software is not permitted on devices in the HRZ pool rooms.

Software licenses

The HRZ is responsible for procuring centrally managed software licenses - such as Autodesk, MS Office, and Adobe - for use on the university’s networked computer systems, which are provided through campus-wide agreements.

However, software licenses that are used exclusively in a specific department must be procured by the software managers of that department themselves.

Separate rules apply to company-issued laptops, depending on the manufacturer's license terms and the preferences of the software administrators, or based on the technical implementation of the license provision.

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