Desktop@UCL Application Discovery Document

# HOW TO REQUEST APPLICATIONS

If you are a *student* or a *single user* who would like to request access to an [existing application on Desktop@UCL/Desktop@UCL Anywhere](http://swdb.ucl.ac.uk) please contact the IT Service Desk and submit a request to ISD Purchasing.

If you are a *student* who would like to request an application for Desktop@UCL/ Desktop@UCL Anywhere, please discuss this with your Lecturer or Head of Department as only they are eligible to submit an application request. This is due to restrictions that applications can only be requested for Teaching purposes and not for personal or single use.

If you are a member of *Staff*who would like to request an application for 10 users or more for Staff Desktop@UCL/Desktop@UCL Anywhere, please complete this application discovery document (see [example completed document](https://www.ucl.ac.uk/isd/services/software-hardware/purchasing-and-requesting-software/application-discovery-documents) if necessary). Once completed, fill in the [Desktop@UCL Staff Request form](https://ucl.my.salesforce.com/apex/bmcservicedesk__ssredirect?type=sr&id=a3S0J0000022xixUAA) and attach your completed application discovery document and submit your request. For fewer than 10 users, please contact your local IT support team to arrange and installation for you.

# PURPOSE OF THIS DOCUMENT

To gather information and detail your requirements for your Desktop@UCL application request. To help us facilitate your request quicker, please complete **all sections** and provide this document at the time of submitting your application request.

If you are a member of faculty requesting an application for Learning & Teaching Spaces for 10 or more users/machines, please read the information below and complete all the sections in this document.

A **completed example** of this document can be found [here](https://www.ucl.ac.uk/isd/services/software-hardware/application-discovery-example).

**Your application request will not be considered unless all the sections of this document are complete.**

# APPLICATION DETAILS

|  |  |
| --- | --- |
|  | Application Details |
| Name |  |
| Version |  |
| Vendor |  |
| Description |  |

# INSTALLATION MEDIA

Please provide vendor media download link **or** if the requested app can’t be downloaded without registering, please upload to <https://ucl.ac.uk/dropbox> and provide access details:

|  |  |
| --- | --- |
|  | Installation Media |
| Download link |  |
| UCL Dropbox claim ID |  |
| UCL Dropbox claim passcode |  |

# LICENCE DETAILS

If the application requires a licence, please provide details such as, licence key, activation code, licensing vendor’s contact, Licence expiry etc.

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| --- |
| License Details |
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**Note**: If licencing has not already been purchased, a Service Desk ticket will be made on behalf of the requestor and added to ISD Purchasing’s queue. If the Department have already bought their own licence, ISD Purchasing must still be notified.

# INSTALLATION STEPS

As the default delivery method of applications is virtualised and streamed, customisation of software after deployment may not be possible. If a standard installation with default values is sufficient, state it in the text field below, otherwise please provide detailed installation steps for the requested application, as well as for any required add-ins or plug-ins.   
  
Please use screenshots where possible. [How to use the Windows Snipping Tool](https://support.microsoft.com/en-gb/help/13776/windows-use-snipping-tool-to-capture-screenshots)

|  |
| --- |
| Installation Steps |
|  |

# TEST STEPS

As virtualised and streamed applications have limitations in functionality, please provide at least one example of common usage for your requested application. This is essential for us to be able to provide the required functionality of your application. Please attach any sample files to the application request.  
If you believe a launch test is sufficient, please state it in the text field below, but bear in mind that any limitations to the application’s functionality discovered after delivery of application will take time to resolve.

Please use screenshots where possible**.** [How to use the Windows Snipping Tool](https://support.microsoft.com/en-gb/help/13776/windows-use-snipping-tool-to-capture-screenshots)

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| --- |
| Test Steps |
|  |

# ADDITIONAL INFORMATION/KNOWN ISSUES

Please enter details of anything about this application that we should be aware of, such as software integration with Office or browsers, any other software or hardware dependencies, known issues, etc.

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| --- |
| Additional Information/Known Issues |
|  |