# Instructional Software Implementation Flow

Request

Issue Enters System via Email/WebForm - ticket is created and auto generates email to user with Ticket number and summary

Technician Interviews Faculty for Software Requirements, including specifics for acceptance before deployment

Summary of Acceptance Criteria are emailed to Faculty: return email acknowledgment will be required

Requirements / Design

Technician builds/modifies image. Tests for compatibility with all applications, full security/update patching cycle.

Implementation

Collaborates with faculty for fulfillment of acceptance criteria.

Verification/ Acceptance

Email, or physical, sign-off on acceptance criteria meet required for deployment.

Deployment / Maintenance