**The school can request to install one (1) non-ACT Whitelist software per form on SSOE computer(s).   
*Non-ACT Whitelist software are software titles not found in the ACT whitelist and have NOT been verified nor tested to be compatible with the SSOE desktop environment.***

**The list of compatible software titles and version is available at** [**ITB Intranet**](http://intranet.moe.gov.sg/itb/pages/act.aspx)**:**

**“SSOE ACT Results for MOE HQ Applications/Software”**

<http://intranet.moe.gov.sg/itb/Pages/soeschool/ACT_Update_on_MOE_HQ_Apps.pdf>

**“SSOE ACT Results for School-Purchased Software”**

<http://intranet.moe.gov.sg/itb/Pages/soeschool/ACT_Update_for_School_Purchased_Software.pdf>

**Please seek help from the school TA to complete the details in the form and attach this form when you raise the Service Request via the SSOE Service Portal.**

|  |  |
| --- | --- |
| **SOFTWARE INFORMATION** | |
| **SOFTWARE TITLE** | Tracker |
| **SOFTWARE VERSION** | 4.86 |
| **LICENSE TYPE** | Freeware (Please ensure software is NOT for home or personal usage in End User License Agreement)  Click here to enter text. |
| **PURPOSE** | For video analysis and modelling ICT practices to be used by teachers and students |
| **SOFTWARE WEBSITE URL** | http://www.cabrillo.edu/~dbrown/tracker/ |
| **INSTALLATION PROGRAM INFORMATION** | |
| **LOCATION OF INSTALLATION PROGRAM** | C:\Program Files\Tracker |
| **IS MSI INSTALLER AVAILABLE?\*** | No |
| **IS INSTALLATION GUIDE AVAILABLE?\*** | Yes |
| **IS SILENT INSTALLATION MODE AVAILABLE?\*** | No |
| **DEPLOYMENT INFORMATION** | |
| **TARGETED USERS/COMPUTERS** | Choose an item. |

**\*Professional Service Support charges from NCS may apply if item is not available**

**Non-ACT Whitelist Software Installation Procedure:**

1. TA to verify that the software title and version is not found in the ACT Whitelist in TA Portal.
2. TA to carry out application compatibility testing (ACT) with the school using a SSOE computer.
   * TA to log on with administrator account to install the application
   * Staff to log on to staff/student account to launch the application
   * Staff to test out the software using staff/student account to ensure full software functionality
   * Please consult your RE for further advice if any of the above fails.
3. TA to submit software installation file, guide and license information (if any) into O:\ACT\<SOFTWARE\_TITLE> folder.
4. TA to fill up the SR form and provide all the necessary information and ensure its accuracy.
5. Service requester to raise SR in the SSOE Service Portal.
6. Customer Service Officer (CSO) to determine if SR is chargeable.
7. Impact Assessor (IA) to assess the impact of the change.
8. MOE ITB reviewer and approver to review and approve/reject the change.
9. Once approved, NCS will process the SR. The turnaround time required here depends on whether the software can be packaged and the complexity of the package.
   * For software installation on 1-10 seats:
     + TA to carry out manual installation.
   * For software installation on 11 or more seats:
     + NCS backend team will determine if software can be deployed via APP-V or BigFix. The turnaround time required here is depended on the complexity of the software to be packaged.
       - For software that can be deployed via APP-V/BigFix:
         * NCS backend team to proceed with software deployment
       - For software that cannot be deployed via APP-V/BigFix:
         * TA to carry out manual installation.
10. Successful software deployment depends on the availability of the computer.
    * For software to be deployed via BigFix:
      + Staff will need to ensure that their ADMIN computers are turned on and connected to the SSOE network for at least an hour to receive the software package during the scheduled deployment period of 1 month. TA will ensure that the ACAD computers are turned on during the scheduled deployment period.
    * For software to be deployed via APP-V:
      + Staff and students can log on with their domain account to any SSOE computer in SSOE network to receive the software package.