Approved and Prohibited Software – FAQ's

How has the Enterprise Software Request Process changed?

Staff will continue to navigate to [helpme.cancer.org,](helpme.cancer.org) select Hardware/ Software Request and review the detailed instructions under Software Request that encourages staff to review the list of approved software before initiating a software requests. Software Request will be initiated through ACS Marketplace by completing the software request form. For assistance with this, please review the ACS Marketplace Software Request Quick Reference Guide.

What if I don't have access to ACS Marketplace?

If you do not have access to ACS Marketplace or if you are unsure of who that contact is, please consult with your manager.

What is Approved Software?

Approved Software is software that has been evaluated and meets the Society's security and privacy standards, i.e. Acrobat Professional, Adobe Design Premium Suite, Adobe Design Standard Suite, Adobe Master Collection, Adobe Web Premium Suite, Captivate, Contribute, Dreamweaver, InDesign, Illustrator, Microsoft Project, Photoshop Extended, Photoshop Elements, Premiere Pro, Snag IT, Visio etc. If you are unsure if the software, you're interested in using is approved, please peruse the Approved and Prohibited Software list .

What is New Software?

New Software can be paid, free or open source software not currently supported by IT and requires evaluation to ensure that it meets the Society's security and privacy standards before it is approved for staff use.

What is Prohibited Software?

Software that has been evaluated by IT, Privacy and Legal and determined that the software poses an unacceptable level of risks.

Does this process also apply to "Free" (or) Open Source Software?

Yes, these requests are fully vetted the same as any other software request to ensure compliance with security and privacy standards as well as evaluating whether the application(s) will install and launch in the Society's environment. Once confirmed and approved, the requested application(s) will be downloaded or installed on the requestor device. Note: The Corporate IT, Service Desk Team does not do validation testing, configure or troubleshoot non-enterprise applications past making them available.

Does this process also apply to online, web or cloud services?

Yes, the procurement of online or cloud-based software is the same as desktop software. There are still purchasing nuances and processes to navigate. Processing these requests the same way ensure that it meets the Society's security and privacy standards and aligns with any annual renewal processes already in place.

Who do I contact if I have questions?

If you have any questions regarding how to request software or the purchase process, please direct your inquiries to [helpme.cancer.org.](helpme.cancer.org)