

# Standard Operating Procedure (SOP) for User Eligibility to Request Software through I-STEM Portal

## Objective

This SOP outlines the eligibility criteria and procedures for Ph.D. scholars and postdoctoral researchers who wish to request software through the I-STEM portal. While software provisioning is not the primary service of I-STEM, this additional support aims to facilitate high-impact research outcomes such as patent filings, white paper publications, product development, and commercialization.

## Scope

This procedure applies exclusively to Ph.D. scholars and postdoctoral researchers requesting software via the I-STEM portal. It defines the eligibility, approval process, and compliance requirements to ensure effective resource utilization.

## Eligibility Criteria

### Postdoctoral Researchers:

- Postdoctoral researchers are eligible to request software that directly supports their research and academic activities.
- Eligibility is valid for the duration of their postdoctoral appointment.
- Approval from the research guide or supervisor is mandatory.

### Ph.D. Scholars:

- Ph.D. scholars can request software relevant to their area of research or academic requirements.
- Requests must be accompanied by a justification linking the software to their ongoing research.
- Approval from the research guide or supervisor is mandatory.

## Procedure for Software Request

### 1. Request Initiation:

- Eligible users must submit a formal request via the I-STEM portal, providing a detailed justification for the required software.
- The request must include all mandatory information, such as user details, research area, and supervisor approval.

## 2. Review and Evaluation:

- The I-STEM team will conduct a thorough review of the user's background, research objectives, and the genuineness of the request.
- The evaluation process includes verifying the alignment of the request with academic and research goals.

## 3. Approval Process:

- The I-STEM team will approve or reject the request within three working days of submission.
- Only software requests meeting the outlined criteria will be granted.

## 4. Access and Licensing:

- Approved users will receive software licenses via institutional arrangements or installation instructions, as applicable.
- Access will be granted for the duration of the research or as specified in the license agreement.

## Compliance and Auditing

- Users must adhere to all licensing agreements and usage policies associated with the software.
- Regular audits will be conducted to ensure compliance with eligibility criteria and proper usage of resources.
- Non-compliance may result in revocation of access and future disqualification from requesting resources.

## Mandatory Information for Software Requests

- 1. User Type:** Specify the type of user (e.g., Ph.D. Scholar, Postdoctoral Researcher).
- 2. Name:** Provide the full name of the user.
- 3. Email:** Submit an official or institutional email address.
- 4. Contact Number:** Include a valid phone number with the country code.
- 5. Organization:** Mention the affiliated institution or organization.
- 6. Research Topic:** Briefly describe the research topic and its relevance to the requested software.

**7. Research Guide Approval:** Attach a signed approval letter or email confirmation from the research guide.

**8. Hostname of User's Computer:** Provide the computer's hostname, which can be obtained by running the `hostname` command in the terminal or command prompt.

**9. College ID or Proof of Affiliation:** Upload an official college ID or a document confirming the user's affiliation with the institution.

## Roles and Responsibilities

### User:

- Ensure eligibility criteria are met before submitting the request.
- Provide accurate details and a valid justification for the software request.
- Comply with all licensing agreements and usage policies.
- Acknowledge I-STEM in all publications, patents, or outcomes derived from the use of the requested software.

### Research Guide:

- Review and approve the software request based on its relevance to the research objectives.
- Ensure that the request aligns with the academic goals of the user.

### I-STEM Support Team:

- Verify and process software requests in accordance with the SOP.
- Provide access, licensing, and installation support as required.
- Conduct periodic audits to ensure compliance.

## Expected Impact of Software Requests

Approved software requests are expected to result in significant research outcomes, including:

- Patent filings.
- Project manuscripts prepared for publication.
- White paper submissions.
- Development of products or prototypes.
- Successful completion of Ph.D. research.

Users are required to acknowledge I-STEM's support in all relevant outcomes and publications. This acknowledgment ensures recognition of I-STEM's role in facilitating impactful research.