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Software provision, licensing and deployment

Service Owner : The software services for all requirements as mentioned in Para 1.1 of the University IT Policy shall be delivered through the ICTS Department of the University.

Customers : The term "Customers" mentioned in this document refers to all University faculty, staff and students.

Summary :

The policy addresses the administration of individual and volume licensing arrangements from vendors (e.g. Operating Systems, anti-virus agreements, etc.), along with other site licenses. ICTS provides advice to customers on individual software requirements so that their purchases represent good value for money and are appropriate to their academic, research or administrative computing needs. Where possible, licenses are arranged to enable the software to be used by members of University on their personal laptops also – without infringing the licensing agreement.

General Software Guidelines

1. Description

Software refers to programs that are installed on computers to perform specific tasks. Software programs purchased and provided by University are to be used for creating, researching, and processing University or School related processes.

2. Objective

To ensure that members of the Management, permanent and temporary employees and contractors of the University are aware of the appropriate use of software, the inherent risk of using pirated software and caution them against practices that can result to infringement of software license and copyright.

3. Scope

This guideline applies to all software including server and client operating system software, application software, custom developed software and utility software, not limited to the original installation but also to any upgrades to later versions of the software, which must also be properly licensed.

Standard Guidelines

1. Employees needing software other than those provided by the University as standard installations must request such software from the ICTS department. Each request will be considered on a case-by-case basis in conjunction with the ICTS Department.
2. Users must comply with copyright and licensing restrictions and this standard guideline. ICTS resources may not be used to violate copyright or the terms of any license agreement. Unauthorized downloading and distributing of copyrighted material is prohibited.
3. All software acquired for or on behalf of the University or School shall be deemed University property. All such software must be used in compliance with applicable licenses, contracts, and agreements.
4. All purchasing of software shall be centralized with the Finance, Purchase or Academic Administration Department in consultation with the ICTS Department to ensure that all applications conform to corporate software standards. All requests for corporate software must be submitted to the Departmental Head for approval. The request must then be sent to the ICTS, who will then determine the software that best accommodates the desired request.
5. The ICTS department is exclusively responsible for installing and supporting all software in the University or School computers.
6. Most of the software titles essential for the academic, research or administrative requirements in the University are not freeware; therefore, the cost of software is a consideration for most titles and their deployment. It is the goal of the ICTS department to keep licensing accurate and up to date.
7. All software used for or on behalf of University or School shall be correctly and appropriately licensed and used only in conformity with the terms of the license, whether the usage is on hardware owned by the University or not.
8. No staff member, contractor or agent working for or on behalf of University shall copy or install software onto any University or School computers without prior electronic or written   approval from the person nominated by the ICTS Department.

9. It is the responsibility of the ICTS department to ensure that University has the necessary software licenses for all software installed or authorized to be installed on University or School owned computers or computers used by Contractors conducting business on behalf of University.

10. All copies of any illegal software installed by any employee on University or School owned computers shall be uninstalled immediately. This includes legally purchased software that has not been approved in writing or in electronic format by the Chairperson of the respective department or ICTS management.

11. Open Source Software (OSS) is software whose source code is openly published and is usually available at no charge under a license defined by the Open Source Initiative. OSS is also subject to the requirements and restrictions stipulated in these software guidelines and govern its acquisition and use within University.

12. All packaged software acquisitions must be subject to a formal risk analysis to determine the necessary security requirements.

13. Security requirements must be produced and used as part of the selection process before packaged software is acquired for use in University.

14. All packaged application software must be screened for viruses prior to distribution and installation; all such software must be operated in an environment that is protected by a full implementation of University standard Anti-Virus controls.

15. All third-party software used in business applications must be from reputable sources whose reliability and past performance has been verified. The use of unsupported or non-marketed software, such as freeware or shareware, must not be made without a source code review.

16. All third-party software used in business applications must be properly designed for the use to which it is applied and must be properly licensed for its use within the University or School from the vendor or agent.

17. All proposed software into the University or School ICTS environment should have a supported business case and such business case should be approved by the user department head and the ICTS Department.

18. All software installed on the University owned computing devices or personal devices for University approved business should have legal software licenses.

19. Prior to the implementation of a new or upgraded information systems, care should be taken to ensure that all requirements for acceptance have been met.

Responsibility

1. The customers shall comply with the guidelines and ensure that they only use approved and licensed software on their computer.
2. The ICTS Department shall take care of the management of the software and its license in accordance with the software guidelines.

Procedure for acquisition of software

The following is the procedure that shall apply in the acquisition of software:

Step 1 : User department will present a business case for the new software to the Head of the Institution through the Chairperson/Head of the Department.
Step 2 : ICTS along with the User Department will do a study on the technical and financial feasibility and report back to the Head of the Institution or the Head of the Department.
Step 3 : The proposal if approved by the Head of the Institution, ICTS shall take necessary steps to acquire the software as per the University's purchase procedure.
Step 5 : After the software purchase, licenses will be documented and released for use by the User Department.

ICTS shall :

- Negotiate with the vendor for new licenses as required .

- Ensure that price list and software license information viz. purchase date, expiry date, total count are kept up to date on ICTS web site.

- Ensure that the total count of licenses used is kept up to date on ICTS web site.

- Maintain records of licensed software and who is licensed to use it.

- Address customer enquiries and provide advice on licensing terms of the software purchased and conditions including use of the software on personal laptops.

- Provide alternate media for customers where possible, to download licensed software by customers.

Customers shall :

- Take appropriate action to ensure the software on all computers under their control is correctly licensed.
- Ensure there is a custodian responsible for each computer in their department or group, to take ownership of licensing issues.
- Ensure there is sufficient funding for licensing of software to be used in their Department or group, and that any requests for software are ordered appropriately.

- Remove any software found installed without the necessary license, or arrange for the purchase of an appropriate license as soon as possible.
- Ensure the prompt removal of expired license products and confirm their removal in writing.
- Register software licenses with ICTS where required for centrally held licenses (eg MS Windows, Office etc.)