

# DOT.Comm Oversight Committee Policy

## Enterprise Computing Software Policy

Service Owner: DOTComm Operations

Effective Date: TBD

Review Schedule: Annual

Last Review Date:

Last Revision Date:

Approved by: DOT.Comm Oversight Committee

### **Purpose**

Pursuant to the duties and responsibilities outlined in the Interlocal and to demonstrate the commitment of DOTComm to manage software as a valuable asset, ensure compliance with software license agreements and prevent copyright infringement. To ensure that software assets are updated to prevent security vulnerabilities. This document establishes a policy for the purchase, installation, and use of computer software and provides safeguards against software copyright infringement.

### **Policy**

The Douglas-Omaha Technology Commission is committed to procuring installing and managing software assets in compliance with its legal obligations and for the maximum benefit of the departments and employees.

DOTComm, designated department personnel or authorized vendors shall install and use only licensed software on all platforms, including but not limited to desktops, laptops, tablets, mobile phones, and servers.

It is intended that DOTComm, designated department personnel or authorized vendors shall acquire, reproduce, distribute, transmit, use and maintain computer software in compliance with applicable state and federal regulations, including copyright laws.

**Users** include DOTComm, City and County employees, state agency employees, contractors, vendors and interns who connect to the enterprise network.

Users shall comply with the terms and conditions of the applicable software license agreements and shall not knowingly use unauthorized software.

**Software Use:** All computer software bought or leased for use is considered government property and shall be protected as such.

All computer software developed by DOTComm employees or contract workers is considered government property and shall be protected as such.

Users of information resources are responsible for notifying their supervisor and the Service Desk of the presence or suspected presence of any unauthorized software installed or running on IT assets. Users that receive authorization to download, install or execute software shall halt any download immediately if a click-wrap or End User License Agreement (EULA) is encountered and notify the Service Desk to ensure that a review of this agreement has been completed.

**Software Copies** Unless otherwise provided in the software license agreement, reproducing copyrighted software, except for backup and archival purposes, is a violation of the U.S. Copyright Law and this policy.

**License and Media Control** All license agreements and proof of ownership for software shall be centrally managed in the Desktop Support offices of DOTComm.

- Each network device is required to have a valid user connection license. (Client Access License, Network Option, Enterprise Version, etc.)
- Each network device is required to be supported through an appropriately licensed and valid manufacturer supported Operating System.

Through the use of software management tools, the Desktop Support offices of DOTComm shall keep and maintain a catalog of all software licenses owned and deployed and shall coordinate any necessary actions with affected users to keep the enterprise in compliance with all license agreements. The catalog will include, but is not limited to, the following information about the software:

Software Title	Manufacturer / Publisher
Vendor / Reseller	License Quantity
Maintenance Period of Service	Purchase Order

All licenses, keys, serial numbers, media, documentation, registration cards and other identifying information pertaining to agency software must be delivered to the Desktop Support offices of DOTComm. This will allow for a single point of accountability and enhance supportability for re-installation of software. The supported Desktop Microsoft Operating System software versions are Microsoft Windows Professional or Enterprise.

**Exceptions and Exclusions** to this policy are made on a case by case basis based on the best decisions for the enterprise and the client's business operations. All exceptions and exclusions from this policy are made

through a joint agreement of the City and County Information Technology Coordinators, (ITCs), and DOTComm Chief Information Officer, (CIO). Those excluded devices will not be eligible for any Service Level Agreements including service requests, projects and issue resolution. Also, items in the exclusion list will not be eligible for escalation in priority for acquisition, repair or installation.

Best effort to restore the affected unit to normal operating parameters will be provided. See exclusion rider for systems which are excluded from Service Level Agreements.

Software considered critical to a departments operation is not eligible for the exemption and exclusion process and maintenance must be active.

**Personally Owned Software** Users shall not install, use or distribute personally-owned software on enterprise assets. Users with a legitimate business requirement for specialized user owned software shall follow the DOTComm Service Desk software request process to obtain approval for the software.

### **Software Inventory and Periodic Reviews**

DOTComm Desktop Support shall conduct routine inventory activities to validate and account for all agency software assets, including installed software and available assets which are not installed. This will be done using software management tools.

Strategies to ensure license compliance include the following:

#### **1. Software Inventory:**

- Workstations shall be scanned on a routine basis to detect and inventory all software residing on the agency's workstations.
- All workstations shall be periodically scanned to detect specific software. (e.g., all copies in use of Microsoft Visio software)
- Periodic software license compliance reviews may be triggered by:
  - a) Requests for software using the Software Request Form;
  - b) Software upgrade requirements; and
  - c) Software usage analysis.

#### **2. Maintenance Renewals**

All maintenance renewals shall be reviewed by the CIO and ITCs to ensure that the software is owned, installed, used and still required before software maintenance is renewed.

### **Software Evaluation and Testing**

Prior to obtaining a software product, an evaluation may be conducted to determine the viability of using the software in the enterprise infrastructure. Software publishers and vendors may provide evaluation copies of software free of charge for limited use or a limited period with an option to purchase

or return upon review. In all instances a software request must be entered and approved by the DOTComm Service Desk prior to commencing the evaluation.

Use of evaluation copies of software may be allowed only when the following conditions are met:

- Employee has a legitimate business requirement and provides a valid justification for the use of the software.
- Employee has authorization from the applicable department manager to use the software. (Authorization can be done through email)
- Software evaluation will require coordination through the DOTComm Change Control Process.

## **Authorization**

U.S. Code, Title 17, Copyright Act of 1976 The rights granted to the owner of a copyright are clearly stated in the Federal Copyright Act, Title 17 of the U.S. Code. Software is automatically protected by federal copyright law from the moment of its creation. Persons who purchase a copy of software have no right to make additional copies without the permission of the copyright owner except for the rights to (1) copy the software onto a single computer and (2) to make “another copy for archival purposes only.

- Interlocal Agreement
- City of Omaha: City Personnel Policy #32 – Computer and Network Use - Employee Rights and Privileges
- Douglas County Civil Service Commission – Personnel Policy Manual - Article 21: Internet, Computer, and Software Usage
- DOT.Comm – Computer and Network Use Policy

## **Glossary**

**Designated Department Personnel** - People within the departments who have been granted administrative access to Network Devices for the purpose of installing, removing or updating software.

**Enterprise Network** - A proprietary system of integrating computing devices for file sharing and storage, print and communication resources within a closed network. Access to an enterprise network requires specific rights and privileges to be explicitly granted to individuals and groups. Authority to use network resources is provided through the purchase of user connection licenses.

**Evaluation copies of Software** - These are full or partial versions of software assets made available to prospective buyers for the purpose of “test driving”. They usually have automatic expiration dates or limited use provisions in the licensing documentation.

**IT Asset** - In the IT world an IT asset is any resource, tangible or intangible that is capable of being owned or controlled to produce value and that is held to have positive economic or business process value. (PCs, Printers,

Network switches, router, or software used in the enterprise)

**Network Access Policy** - Policies adopted by the DOTComm Oversight Committee to allow authorized access and prevent and monitor unauthorized access, misuse, modification, or denial of a computer network and network-accessible resources.

**Network Device** - Any device equipped with an operating system and accessed by a user on a properly licensed and configured network.

**Operating System** - Basic computer software that allows the device to be useful as a computer capable of running organic and third party software.

**Personally Owned Software** - Software not purchased by a department or government entity. Software individually owned or possessed by a network user.

**Software Assets** - Software assets include Desktop and Server operating systems, user productivity suites, Commercial Off the Shelf software and third party developed software.

**Software Management Tools** - Software products for managing large groups of computers as well as various mobile devices such as mobile phones and tablet computers. Software provides remote control, patch management, software distribution, operating system deployment, network access protection and hardware and software inventory.

**Users** - Individual computer operators who are authorized to log into an enterprise computer network for the purpose of accessing resources needed for file sharing and storage, printing and communications.

**User Connection License** - This is a system through which access to a proprietary enterprise network of integrated computing devices for file sharing and storage, print and communication resources is provided and paid for.

A click-wrap agreement or EULA is a license agreement that is commonly presented prior to downloading or during the installation or execution of a software product. Such agreements typically require the user to click on a button or icon that states 'ok' or 'agree' before downloading, installing or executing the software. By clicking on the button or icon, the user would contractually obligate City and County to the terms and conditions of the software licensing agreement.

Annexes:

**Exception Rider:** This will be a list of IT Assets that are excluded

**Existing Software Management:** This will be a list of known existing software that does not meet the policy and a remediation plan

**Existing Software Maintenance:** This will be a list of software that does have maintenance and a list without including remediation plans.