

Aquinas College Software Management Policy

The information below will provide you with the information regarding the Software Management of the Aquinas College Network.

Definition and Scope

Software is defined as a set of instructions and statements that a computer uses to bring about a desired result. On the Aquinas campus, software takes on many forms. The College utilizes operating system software (Microsoft Windows, LINUX, etc.), productivity software (Word, Excel, PowerPoint, etc.), graphics software, media viewers, and many others. This policy will not make any distinction between the various classes of software or how they are installed. Whether an application is commercial (licensed and purchased from a vendor), freeware (software that is available to the public at no cost), shareware (software that is available to the public for a limited time or with limited functionality at no cost), or even an upgrade to a current installation, they are by definition considered software and must be properly administered by the College. This will assist Information Technology & Services (ITS) in maintaining the integrity of the Aquinas network, preventing duplication of software purchases, and properly administering campus-wide software licensing.

Software Acquisition

Before new software is requested for student or departmental use, it should be properly evaluated by College staff. Proper software evaluation by the requesting department ensures that it will meet the needs of its user(s) once acquired and installed. The software publisher is an excellent source of information during this evaluation process. Publisher websites provide valuable information about software uses and functionality, as well as contact information for sales and support staff who can answer questions related to the software's use. Additionally, demonstration versions of the software may be available via download or CD; allowing hands-on evaluation of the program. Demonstration versions of software are to be installed only with the assistance of the ITS department – see the "Software Installation" section below for further information. Depending on the number of users who will evaluate it, the demonstration version (or "demo") can be installed by ITS on an individual office PC or in a public computer lab. Proper evaluation is critical because many software packages requires the purchase of additional hardware and server components that may not be easily identified during sales calls or vendor-hosted demonstrations.

Once properly evaluated, software programs can be requested for acquisition and implementation. Department heads and budget managers must coordinate all software acquisitions for on-campus use with ITS administrators by following the procedures below.*

- Staff/Faculty wishing to purchase software for on-campus use must fill out a software request form. All details and related contract information must be included for review. This form can be accessed at <http://forms.aquinas.edu>.
- This form must be completed and submitted to the director of Information Technology & Services for approval. The request should also be evaluated to ensure that any confidential data that may be shared with a third party is handled appropriately and in compliance with the Confidential Data Management Policy (http://www.aquinas.edu/about/pdf/confidentiality_policy.pdf).
- ITS administrators will analyze the feasibility of the request as it relates to the current infrastructure of the College network. A response will be issued to the requesting department, stating whether or not the request can be met and providing any alternate solutions.
- If technically feasible, the request must undergo analysis for financial feasibility (unless funds are already available). This process will involve ITS, the department initiating the request, and possibly the Office of the Vice President for Operations/Finance. This process will assign funding sources for the request, either internal or external.
- A purchase order will be initiated by ITS to the selected software vendor, following established college purchasing procedures. Once the software is received from the vendor, ITS administrators will coordinate its implementation with the requestor.
- Following appropriate contract reviews by ITS and other appropriate entities, contracts must be executed (signed) by an authorized College officer.

The above software request and purchase process applies to the acquisition of technology for on-campus use. There are circumstances when technology needs to be acquired for scholarly or research purposes off-campus (or technology that will be used on-campus without interacting directly with campus network resources). In these scenarios, the above procedures should still be followed for initial evaluation by ITS, but the acquisition and management of such technology may be excluded from some of this policy's terms at the discretion of the Director of ITS.

Campus software must be acquired from a licensed distributor only. Aquinas College prohibits the use and installation of any application that is not exclusively licensed to the College. This is verified by ITS during the purchasing phase (see above). License compliancy for software acquisitions cannot be guaranteed if the software is procured from any source other than an officially-licensed software distributor. As such, personally-owned or used software cannot be considered to be exclusively licensed to the College, and is therefore prohibited from use/installation.

Software Licensing

During the analysis phases of the purchasing process, ITS administrators will decide on a licensing scheme for the software title in question. All software used on the Aquinas campus must be licensed exclusively to the College by the software vendor prior to use. Software at Aquinas is licensed in several ways, such as:

- Site license: A general license that allows installation on all machines on campus.
- Concurrent User license: A license that allows the software to be installed on all machines across campus, but only a certain number of network users may access it simultaneously.
- Per-Seat license: A license that allows only a certain number of workstations to run a copy of the software.

Software that is not properly licensed leaves the College liable under federal software piracy and copyright laws. To avoid this, ITS carefully tracks the licenses of all approved software applications and ensures that software is properly licensed and documented.

Software Installation

The only software applications that may be installed on a managed Aquinas device are those that have been approved by ITS administrators through the above acquisition process. Approved applications are made available to faculty, staff, and students via an approved software distribution process. These processes include the Application Catalog and Software Center which are available on the Start Menu. The approved software distribution processes automatically transfer software and configuration files to the workstation from the network using a pre-defined set of parameters designed by ITS administrators. Aside from installing these pre-approved applications, under no circumstances shall any Aquinas faculty, staff, or student install software onto an Aquinas workstation without first consulting ITS – this includes demonstration versions of software. Again, this policy is in place to maintain the integrity of the Aquinas network and the data stored there-in. Any new software added may be incompatible with the network environment or it may result in the reconfiguration of the workstation involved. All workstations are configured specifically for efficient interaction with the network and any reconfiguring can result in a decrease in functionality. Departments requiring the installation of new software applications must contact ITS so that licensing, compatibility, and configuration issues can be properly addressed.

Work-At-Home Use

While some software applications/suites are licensed for “work-at-home” purposes, Aquinas College is unable to facilitate software distribution for home use in most cases. The restrictions that software publishers place on home installations of academically-licensed software require more administrative oversight and infrastructure than the College can accommodate. These restrictions specifically relate to:

- Distribution of copyrighted media to employees
- Unauthorized duplication of copyrighted software
- Release of academic volume license keys/serial numbers to non-ITS employees
- Liability for damages caused by the installation of College-owned/leased software on a personally-owned hardware platform

- Access to software by non-employees (i.e. spouse, children, etc.) while in the home for non-work purposes
- Verification of software removal following termination of license or College employment. College-owned/leased software is only approved for “work-at-home” purposes when installed on laptops/PCs owned/leased and maintained by the College. This includes equipment on loan from the ITS Department as well as equipment permanently assigned for departmental use.

Software Storage

All software (including any program disks, licensing materials, and other supplemental materials included in the software purchase) must remain in the possession of Information Technology and Services at all times.* These materials may only be removed from the Information Technology and Services storage location by an Aquinas employee who provides written authorization from his/her cabinet-level supervisor. There are many reasons for the above storage policy. They are as follows:

- Program installation and supplemental disks must be available to ITS administrators in order to properly maintain the software installation.
- ITS is a secure location where software is safely stored.
- By keeping all software in one location, the possibility of loss is greatly reduced.
- If a licensing investigation is brought against the College, ITS administrators will need to have quick access to all software materials to prove proper ownership – the Business Software Alliance (<http://www.bsa.org>) requires the following for proper proof of ownership:
 - Original installation media
 - Manual covers
 - Statement of license agreement
 - Receipt of purchase

* Software purchased as reference media for stand-alone (non-networked) use in the Library must be stored according to established Library storage procedures. However, ITS must be notified and possess a copy of the installation media, purchase receipt, and license agreement.