Software Asset Management

Policy Statement
The Department of Health manages its third party software licences, associated electronic media and software developed for the Department of Health to ensure business value and compliance with all legal, regulatory and administrative obligations.

Intent of this policy
To achieve consistent and responsible software asset management practices in the following core elements:

- software lifecycle management including software request, technical approval, procurement, receipt, licence registration, installation, de-installation and retirement
- cataloguing, storage and tracking of software media and related documentation
- auditing, metering and reporting of software licences
- controls necessary for the use of all third party software licences and associated media.

Scope
This policy applies to all employees, contractors and consultants within the Department of Health divisions, agencies and commercialised business units.

This policy can be used by Hospital and Health Services either as is, by re-branding or as a base for a Hospital and Health Service specific policy.

Principles
- Consistency: a consistent approach to software asset management, including procurement and deployment, is implemented across Department of Health
- Value for money: variations in software licence distribution are rationalised through standardisation reducing procurement costs, training and total support expenses
- Aligned: current and future software purchases align with Department of Health’s business needs
- Transparency: transparent and up to date information is available at all times about all software assets that are deployed and used within Department of Health
- Secure: Software assets are managed in a lifecycle approach to mitigate risks to Department of Health resulting from non-compliance
Ownership: Software licences shall be procured under the name of The State of Queensland acting through Queensland Health and only through established Department of Health and Whole of Government contractual arrangements.

Legislative or other Authority

*Copyright Act 1968 (Cth)*
*Financial Accountability Act 2009*
*Financial Accountability Regulation 2009*
*Financial and Performance Management Standard 2009*
*Public Records Act 2002*

Related policy or documents

- Queensland Procurement Policy, Department of Housing and Public Works
- Queensland Health Procurement Procedures
- Government Information Technology Conditions (GITC), Queensland Government Chief Information Office
- Queensland Government Enterprise Architecture (QGEA), Department of Science, Information Technology, Innovation and the Arts (DSITIA):
  - ICT Resources Strategic Planning Policy (IS2)
  - Procurement and Disposal of ICT Products and Services Standard – IS13
  - Information Security Standard – IS18
  - Retention and Disposal of Public Records Standard – IS31
  - Recordkeeping Standard – IS40
  - Intellectual Property Guideline
  - Open Source Software Policy
  - Software Asset Management Policy
  - Software Currency Policy
  - Use of Copyright Materials Guideline
  - Use of ICT Facilities and Devices Policy (IS38)
- Queensland Health:
  - Intellectual Property Policy (QH-POL-009)
- Department of Health:
  - Health Service Directive – Enterprise ICT Services (QH-HSD-016)
Department of Health: Software Asset Management Policy

- Health Services Information Agency – Support Services Agreement with Hospital and Health Services
- ICT Planning and Reporting Policy (QH-POL-380)
- Information Security Policy (QH-POL-066)
- Records Management for Administrative and Functional Records (QH-POL-045)
- Code of Conduct for the Queensland Public Service
- Australian Governments Open Access and Licensing Framework (Ausgoal)
- Information Technology Infrastructure Library (ITIL)

Supporting documents
Software Asset Management Implementation Standard
Software Asset Lifecycle Procedure

Review
This policy will be reviewed at least every three years or as requested as a result of policy or legislative changes.

Date of last review: New policy
Supersedes: Not applicable

Approval and Implementation
Policy Custodian
Executive Director
Service Coordination and Integration Directorate
Health Services Information Agency

Responsible Executive Team Member:
Chief Information Officer
Health Services Information Agency

Approving Officer:
Chief Information Officer, Health Services Information Agency

Approval date: 09 December 2013
Effective from: 01 January 2014
### Definitions of terms used in this policy and supporting documents

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<th>Term</th>
<th>Definition / Explanation / Details</th>
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<tr>
<td>Approved software</td>
<td>Approved software has undergone extensive testing in order to determine its suitability, robustness and functional fit within the agency.</td>
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<tr>
<td>CNR (CeNtral Repository)</td>
<td>Electronic repository of application installation files (configured for the department), used as a source for populating local repositories around the state with application files installed as needed, accessed by the software distribution application.</td>
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<td>Definitive Software Library (DSL)</td>
<td>A Definitive Software Library consists of both a secure physical store and a logical store to manage and track all software media within the agency. The physical store is the secure storage where master copies of approved software media are stored with copies of other physical assets such as proof of licence and manuals. Only authorised software media should be accepted into the DSL. The logical store is the Software Media Catalogue which houses the index of software and releases, version detail, and highlights where the physical media can be located.</td>
<td>Queensland Government Enterprise Architecture Software Asset Management Guideline</td>
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<tr>
<td>Definitive Software Media Catalogue</td>
<td>The logical store of the Definitive Software Library that houses the index of software and releases, version detail, and highlights where the physical media can be located.</td>
<td>Queensland Government Enterprise Architecture Software Asset Management Guideline</td>
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<tr>
<td>Dormant Licence</td>
<td>A licence allocated to a user where the user is not making use of the software allocated to them under the licence.</td>
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<td>FAMMIS/SAP</td>
<td>Financial and asset management application utilised by Department of Health.</td>
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<td>Freeware</td>
<td>All software is protected by copyright. Freeware usually applies to software which is distributed or made available free of charge. While free, there may be terms and conditions applying in relation to the number of copies that can be made, passing on to others, etc. For example, it is illegal to distribute freeware for profit.</td>
<td>Business Software Alliance, Software Association of Australia</td>
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<tr>
<td>HP Open View Service Desk</td>
<td>HP OpenView Service Desk is the Incident Management, Change Management and Configuration Management program used by the InfoService Centre to log service calls (Incidents, Service Requests, Advice Requests, Complaints and Compliments), and for HP Account holders to log requests.</td>
<td>HP Open View Service Desk</td>
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<td>Lifecycle</td>
<td>Good business practice requires that assets be appropriately secured and maintained, used for the purposes intended, periodically accounted for, assessed to ensure their continued value to the organisation and properly disposed of. Lifecycle stages include Plan; Construct/Create/Acquire; Commission/Organise/Store; Access; Use; Assess; Maintain; Retire</td>
<td>Queensland Government Chief Information Office – ICT and information asset lifecycle guideline</td>
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<td>MSI</td>
<td>Microsoft Windows installation information in a file with a .msi extension</td>
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<td>Non-approved</td>
<td>Non-approved software is software that has been retired or</td>
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<tr>
<td>software</td>
<td>that does not pass technical approval.</td>
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<td>Open Source</td>
<td>Open source software is often developed in a public, collaborative manner. The source code may be included in in-house developed and third party software, or used in its own right.</td>
<td>Open Source™</td>
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<td>Reseller</td>
<td>Large software publishers often do not sell direct to end user companies, but instead distribute their wares through resellers. Resellers purchase software from the publishers on behalf of the end-user.</td>
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<td>Resolver Group</td>
<td>When an incident is logged with the InfoService Centre it is allocated to one or more resolver groups in the HP OpenView Service Desk (HPOVSD) system.</td>
<td>Information Technology</td>
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<td>Retired Software Licence</td>
<td>A licence that has been determined to be obsolete, and is no longer to be maintained or utilised.</td>
<td>Business Software Association of Australia</td>
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<td>Shareware</td>
<td>Shareware is software that is copyright protected. It is marketed free of charge by the software publisher, usually through the internet. It usually allows the user to use the software for a specific period of time. At the conclusion of this time, the user is required to pay for the licence.</td>
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| Software                      | The programs, routines, and symbolic languages that control the functioning of the hardware and direct its operation. In the context of this policy, software refers to:  
  - An original Diskette, CD or DVD containing computer files which can be either installed or executed.  
  - Computer program files residing on any computing device, which can be executed and operated. | www.thefreedictionary.com     |
| Software Asset Management     | The process responsible for tracking and reporting the use and ownership of software assets throughout their lifecycle. Software asset management is part of an overall service asset and configuration management process.                     |                               |
| Software Asset Management Staff| The staff who are responsible for software asset management within the ICT Industry Engagement Contract and Procurement Management group.                                                                                     |                               |
| Software Asset Register (SAR) | A definitive register of software licensing details. The information collected on the register is used to cost effectively manage the use of software licenses and manage compliance with this policy on an ongoing basis.  
  The Register must comply with the requirements of this policy and the Queensland Government Enterprise Architecture– Software Asset Management Policy and Guideline. | Queensland Government Enterprise Architecture Software Asset Management Guideline |
<p>| Software Audit                | Software audit is the investigation of the software installed on computer networks and devices within an agency with the purpose of determining what software is installed, whether the software is appropriately licensed and whether the use of the software that is installed is being optimised | Queensland Government Enterprise Architecture Software Asset Management Guideline |
| Software Licence Agreement    | The licence agreement is a contract between the software supplier and the user. It sets out the terms, and establishes limits of usage, for specific software applications. When software is purchased, the publisher retains the full rights to |                               |</p>
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<td>Software Licence Manager</td>
<td>The Software Licence Manager maintains a software licence database and manages software licence compliance within the designated business area(s) in consultation with ICT Industry Engagement Contract and Procurement Management.</td>
<td>Queensland Government Enterprise Architecture Software Asset Management Guideline</td>
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<td>Software Licence Metering</td>
<td>Metering measures active usage of a software application, so that usage of available licences can be optimised. An auditing package with software metering capabilities will assist an agency in locating software deployed but not currently being used.</td>
<td>Queensland Government Enterprise Architecture Software Asset Management Guideline</td>
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<td>Software Licence Owner</td>
<td>The State Government of Queensland is responsible for all Department of Health assets on behalf of the public of Queensland and, as its representative; the Director-General assumes ultimate responsibilities for Department of Health Software Assets.</td>
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<td>Software Media</td>
<td>The means by which software is stored in an electronic format. It is generally removable from a computer storage device and includes but is not limited to: • Read-Write CDs and DVDs • Data tape cassettes • Data Sticks/USB keys • Zip Drives • External drives.</td>
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<td>Software Misuse</td>
<td>Includes but not limited to any act that: • does not comply with the requirements of the Software Asset Management Policy or Implementation Standard • exposes Department of Health to actual or potential monetary loss through inappropriate use of software licences • involves the use of software for unauthorised or illicit purposes, which may include violation of any law, regulation or reporting requirements of any law enforcement or Government body.</td>
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<td>Software Product Edition</td>
<td>Defines which feature-set of the product name is purchased (Standard, Enterprise, Professional, Developer etc.)</td>
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<tr>
<td>Software Product Release Date</td>
<td>The date the software vendor officially released their product for sale to the public.</td>
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<tr>
<td>Spare Licence</td>
<td>A licence that has not been allocated to a user or device.</td>
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<td>Third Party Software</td>
<td>An individual or an organisation outside of the individual agency that provides labour or services. Third party software is any software not developed within the Department of Health. May also be considered to be any additional software that is purchased to aid or assist in the functions of the primary software but is not made by the same manufacturer.</td>
<td>Queensland Government Chief Information Office Glossary</td>
</tr>
<tr>
<td>Type of Software</td>
<td>Licensing model under which the software was purchased</td>
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</table>
## Term | Definition / Explanation / Details | Source
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Licence | (Retail, OEM, Volume, Enterprise, etc.). | 
Volume Licensing Agreement Information | Information which includes details on the:  
- Software vendor  
- Volume licensing agreement  
- Agreement / contract number  
- Expiry date  
- Reseller  
- End user licence agreement (EULA)  

## Version Control

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<tr>
<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
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<tr>
<td>1.0</td>
<td>10/12/2013</td>
<td>ICT Policy</td>
<td>Finalised for publication</td>
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