

Software Licence Management

Department of Health Standard

QH-IMP-471-1:2021

1. Statement

The Queensland Government is expected to be an example of good practice in adhering to the requirements of contract and copyright law in regard to software licence agreements. All Queensland Health staff share this responsibility for ensuring compliancy with software licence agreements and that processes for managing software assets across their lifecycle are adhered to.

This Standard outlines the minimum requirements for the management of software licences within the Department of Health and the supporting processes to ensure best practice software licence compliance.

2. Scope

This Standard applies to all employees, contractors and consultants within the Department of Health and is for the management of all third-party software licences purchased, installed or in use within the Department.

This Standard 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 standard.

3. Requirements

3.1. Software Licence Compliance Management Accountabilities

- 3.1.1. The Queensland Health Software Asset Management Policy establishes the Deputy Director-General, eHealth Queensland and Chief Information Officer, Queensland Health as the Queensland Health Software Asset Management Accountable Officer.
- 3.1.2. The Queensland Health Software Asset Management Accountable Officer will ensure that appropriate processes, staffing and tools are resourced and implemented within eHealth Queensland to enable the Department of Health to effectively manage its third-party software licence compliance obligations and risk.
- 3.1.3. Software Licence Accountable Officers will ensure that they comply with the Queensland Health Software Asset Management Policy, this Standard and any supporting instructions in relation to administering software licence compliance processes. Where this accountability is held by a position not in eHealth Queensland, then the officer holding the role of Software Licence Accountable Officer will ensure that appropriate resourcing is in place to effectively manage the software product's licence compliance.

- 3.1.4. The Executive Director, Operations and Performance Branch , eHealth Queensland will maintain a Software Licence Management Improvement Plan that will provide a framework for improving process maturity and capability in software licence compliance management.
- 3.1.5. The Executive Director, Operations and Performance Branch, eHealth Queensland will maintain a Department of Health Software Licence Compliance Report that details the software licence compliance position for software products in use within the Department of Health. The Report will be provided to the Queensland Health Software Asset Management Accountable Officer for approval.

3.2. Software Licence Compliance Management

- 3.2.1. Software Licence Accountable Officers are accountable for ensuring that Queensland Health's use of a software product is compliant with the product's licence agreement. Accountability may be for a business area and/or software product. Software Licence Accountable Officers are also responsible for any expenses associated with the product's licence compliance including all costs associated with true ups and publisher audits.
- 3.2.2. Software Licence Accountable Officers will ensure that Software Licence Managers are established for software products they are accountable for.
- 3.2.3. Digital Services Management Unit, Operations and Performance Branch, eHealth Queensland, will maintain a Register of Software Licence Accountable Officers and Software Licence Managers for the Department of Health.

3.3. Software Licence Contracting and Procurement

- 3.3.1. All new and renegotiated software licences must be procured and registered in the name of "The State of Queensland acting through Queensland Health" or in the name of the Hospital and Health Service purchasing the software (whichever is applicable).
- 3.3.2. The Queensland Information Technology Conditions contractual framework must be used for the purchase of all third party or developed software.
- 3.3.3. The procurement of software licences must be in accordance with the Department of Health's procurement procedures.
- 3.3.4. The compliance management of software licences must be in accordance with the Software Licence Contract Compliance Registration Statement Instruction.
- 3.3.5. Using the Instruction, a Software Licence Contract Compliance Registration Statement will be produced and maintained for each

software contract detailing the licence compliance requirements for the product(s) purchased under the contract. The Statement will detail:

- who holds the role of Software Licence Accountable Officer
- who holds the role of Software Licence Manager
- the contractual requirements for maintaining software licence compliance, including details of how the product(s) is/are licensed and any contractual events (e.g. true ups) required to maintain compliance.

3.3.6. A copy of the completed Statement will be provided by the Contract Owner to the Digital Services Management Unit, Operations and Performance Branch, eHealth Queensland, for the purposes of maintaining the Register of Software Licence Accountable Officers and Software Licence Managers. The document will also be used for verifying ongoing software licence compliance.

3.3.7. Where the contractual requirements for maintaining software licence compliance change, the Software Licence Accountable Officer will issue an updated Statement to the Digital Services Management Unit, Operations and Performance Branch, eHealth Queensland.

3.4. Software Licence Purchasing, Installation and Registration

3.4.1. Department of Health staff requesting software must obtain approval from the applicable expenditure delegate prior to initiating a formal request to the Software Licence Manager.

3.4.2. Software Licence Managers must process the request using the preferred supply arrangement for their division.

3.4.3. No software is to be installed within the Department of Health ICT environment without first confirming that the Department of Health has a licence for installation of the software. When software is transferred from a device or operating environment, it must first be uninstalled before being reinstalled.

3.4.4. Software Licence Managers must ensure that all software products purchased are correctly registered on a Software Asset Register.

3.4.5. Software Asset Registers must include (as a minimum) the licence information attributes detailed in the Software Asset Register Instruction supporting this Standard.

3.4.6. Licence records contained in the Software Asset Register are to be reconciled to Software Publisher Licence Reports annually to ensure accuracy and completeness of Queensland Health's licence records.

3.4.7. Licence records relating to unused software are to be retained in the Software Asset Register. The period of retention will be in accordance

with the Queensland State Archives General Retention and Disposal Schedule.

- 3.4.8. Software Licence Managers will ensure that the requirements of the Information Privacy Act are observed when sharing licensing details both internally and externally to the organisation. They will also ensure that appropriate risk management processes are followed in the administration of their software licence responsibilities.

3.5. Software Licence Usage Monitoring

- 3.5.1. Software Licence Managers must undertake software audits on a biannual basis (as a minimum) and periodic software licence metering activities to ensure that the installation and use of software is compliant with all licensing agreements.
- 3.5.2. Where software is identified as dormant, the dormant software will be uninstalled, or the dormant subscription flagged for reallocation. Dormant licences (perpetual and prepaid subscriptions) will be made available for reuse or retired. Where the software asset was purchased by the Department of Health, it will then be held as a pooled resource for use against the next approved purchase request.

3.6. Software Licence Compliance Verification and Reporting

- 3.6.1. On a biannual basis, Software Licence Managers will provide to the Software Licence Accountable Officer a Software Licence Compliance Report detailing the compliance position for the software products they are responsible for. The Software Licence Compliance Report will detail the current software licence compliance position using the methodology as detailed in Software Licence Contract Compliance Registration Statement.
- 3.6.2. The Software Licence Compliance Report will then be provided to the Digital Services Management, Operation and Performance Branch, eHealth Queensland who will incorporate the information into the Department of Health Software Licence Compliance Report (Section 3.1.5).

3.7. Software Licence Compliance Management Capability

- 3.7.1. The Software Licence Management Improvement Plan (refer Section 3.1.4) will include the requirements for a Consolidated Software Asset Register. The Consolidated Software Asset Register will allow partitioning by business area whilst providing full centralised visibility of the Department's software licences.
- 3.7.2. Unless otherwise approved by the Queensland Health Software Asset Management Accountable Officer, the Consolidated Software Asset Register will be used by all Software Licence Managers for the recording and maintenance of Software Licence Records. The Register will be

owned by eHealth, with the data owned and managed by the respective Software Licence Managers.

- 3.7.3. The Software Licence Management Improvement Plan will include recommendations for toolset requirements for providing software deployment and software usage information across all Department ICT and Queensland Health shared environments. Where possible, these software audit, verification and metering tools should enable perpetual and automated compliance reporting.

3.8. Training and Education

- 3.8.1. The Digital Services Management Unit, Operational and Performance Branch, eHealth Queensland will develop and implement training and education programs for staff supporting Queensland Health's software licence management processes.
- 3.8.2. The Software Licence Management Improvement Plan will identify training requirements for maintaining the required skills necessary to administer the processes required to support this Standard.

4. Legislation

- *Copyright Act 1968 (Cth)*
- *Financial Accountability Act 2009*
- *Financial Accountability Regulation 2009*
- *Financial and Performance Management Standard 2019*
- *Hospital and Health Boards Act 2012*
- *Human Rights Act 2019*
- *Public Records Act 2002*
- *Public Service Act 2008*
- *Information Privacy Act 2009*

5. Supporting documents

- Queensland Health Software Asset Management Policy
- Queensland Health Data and application custodianship Policy
- Queensland Government Enterprise Architecture Software Asset Management Policy
- Queensland Government Enterprise Architecture Software Asset Management Guideline
- Queensland Health Financial Management Practice Manual
- ISO/IEC 19770-1:2017 Information Technology – IT Asset Management Part 1 (2017)

- Department of Health Risk Management Policy
- General Retention and Disposal Schedule (Queensland State Archives)

6. Definitions

Term	Definition
Consolidated Software Asset Register	A Department of Health collective register of individual Software Asset Registers that provides privacy partitioning by business area but centralised visibility of all licence records.
Contract Owner	As defined in the Contract Management Framework, Department of Housing and Public Works, V1.5 July 2019 (as adopted by System Procurement Branch, Corporate Services Division).
Dormant Software	A licence allocated to a user where the user has not made use of the software within a period of 90 days.
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 Register	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 Standard and the supporting Software Asset Register Instruction.
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.
Software Licence Accountable Officer	Accountable for ensuring Queensland Health's use of a software product is compliant with the product's licence agreement. Accountability may be for a business area and/or software product.
Software Licence Compliance Report	Details the compliance position for a particular software product, being Queensland Health's usage and/or installation of a product in comparison to how the product is licensed to be user and/or installed. The method to determine the compliance position for a particular product is as determined in the Software Licence Contract Compliance Registration Statement.
Software Licence Contract Compliance Registration Statement	A document detailing who holds Software Licence Accountable Officer and Software Licence Manager roles for a particular software product along with the methodology for determining software licence compliance for that product. The Statement must comply with the requirements of this Standard and the supporting Software Licence Contract Compliance Registration Statement Instruction.
Software Licence Manager	Responsible for maintaining the Software Asset Register for one or more software products and managing software licence compliance within the designated business area(s).
Software Licence Metering	Metering measures active usage of a software application, so that usage of available licences can be optimised.

Term	Definition
	An auditing package with software metering capabilities will assist an agency in locating software that is deployed but not currently used.
Software Publisher Licence Reports	A licence entitlement statement provided by the Software Publisher that details all licences held by a particular legal entity. The statement normally represents the licensing position used by the publisher in the event of a Software Publisher initiated compliance audit.
Third Party Software	An individual or an organisation outside of the individual agency that provides labour or services. Third party software is any software not developed within Queensland Health.
User or End User	The person who uses the service on a day-to-day basis. Users will ensure that they comply with all corporate and local procedures for both managing software and the administration of software licence agreements. Further information in relation to a specific software product can be obtained from the Software Licence Manager responsible for administering the software licences.

Version Control

Version	Date	Comments																		
1.0	10/02/2021	New standard. Approved Architecture and Standards Committee.																		
1.1	18/11/2022	Minor amendments made to reflect new units/branches as per the Business Case for Change. <table border="1"> <thead> <tr> <th>Section</th> <th>Reference</th> <th>Replace with</th> </tr> </thead> <tbody> <tr> <td>3.1.4/3.1.5</td> <td>Executive Director, Corporate Services, eHealth Queensland</td> <td>Executive Director, Operations and Performance, eHealth Queensland</td> </tr> <tr> <td>3.2.3</td> <td>Financial Management Unit, Corporate Services, eHealth Queensland</td> <td>Digital Services Management Unit, Operations and Performance, eHealth Queensland</td> </tr> <tr> <td>3.3.6/3.3.7</td> <td>Financial Management Unit, Corporate Services, eHealth Queensland</td> <td>Digital Services Management Unit, Operations and Performance, eHealth Queensland</td> </tr> <tr> <td>3.6.2</td> <td>Financial Management Unit, Corporate Services, eHealth Queensland</td> <td>Digital Services Management Unit, Operations and Performance, eHealth Queensland</td> </tr> <tr> <td>3.8.1</td> <td>Financial Management Unit,</td> <td>Digital Services Management Unit, Operations and</td> </tr> </tbody> </table>	Section	Reference	Replace with	3.1.4/3.1.5	Executive Director, Corporate Services, eHealth Queensland	Executive Director, Operations and Performance, eHealth Queensland	3.2.3	Financial Management Unit, Corporate Services, eHealth Queensland	Digital Services Management Unit, Operations and Performance, eHealth Queensland	3.3.6/3.3.7	Financial Management Unit, Corporate Services, eHealth Queensland	Digital Services Management Unit, Operations and Performance, eHealth Queensland	3.6.2	Financial Management Unit, Corporate Services, eHealth Queensland	Digital Services Management Unit, Operations and Performance, eHealth Queensland	3.8.1	Financial Management Unit,	Digital Services Management Unit, Operations and
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		Corporate Services, eHealth Queensland	Performance, eHealth Queensland
6	Contract Owner	Health Support Queensland Strategic Procurement Unit	System Procurement Branch, Corporate Services Division