

Software Asset Management

1. Statement

Queensland Health manages its third-party software licenses and associated electronic media to ensure business value and compliance with all legal, regulatory and administrative obligations.

2. Purpose

To intent of this policy is to achieve consistent and responsible software asset management practice in the following core elements:

- software lifecycle management, including software procurement, license registration, installation, de-installation and retirement
- software currency
- cataloguing, storage and tracking of logical software media and related documentation
- auditing, metering and reporting of software licenses
- controls necessary for the management of all third-party software licenses and associated media.

3. Scope

This policy applies to all Queensland Health employees, including employees working for:

- the Department of Health
- non-prescribed Hospital and Health Services
- prescribed Hospital and Health Services.

The following are outside of the scope of the current policy:

- in-house developed software applications.

Note: Queensland Health Digital Policies define minimum requirements based on statutory obligations and risk. Development of local artefacts by Hospital and Health Services (HHSs) is only required where the policy or standard does not address local business needs.

4. Principles

- **Consistency:** a consistent approach to software asset management is implemented across Queensland 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 Queensland Health's business needs.
- **Transparency:** transparent and up to date information is available at all times about all software assets that are used within Queensland Health.
- **Secure:** Software assets are managed in a lifecycle approach to mitigate risks to Queensland Health.

5. Requirements

- 5.1 The Deputy Director-General, eHealth Queensland/Chief Information Officer, Queensland Health, is accountable for software asset management governance to ensure that Queensland Health

complies with third party software licensing obligations and that software assets are managed across their lifecycle.

- 5.2 Software assets are recorded and managed in Software Asset Registers and Definitive Software Libraries.
- 5.3 All new and renegotiated software licenses shall 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).
- 5.4 Software Licence Accountable Officers will ensure that Software Licence Managers are established for software products they are accountable for.
- 5.5 Software Licence Managers shall ensure that all software products purchased are correctly registered on a Software Asset Register.
- 5.6 The *Procurement and disposal of ICT products and services policy* (IS13) shall be followed for the purchase of all third-party software.
- 5.7 Off-the-shelf software should be retired or replaced before it reaches the end of mainstream or extended support by the vendor.
- 5.8 Software Licence Managers shall undertake Software Audits and Software Licence Metering activities at least annually to ensure that the installation and use of software is compliant with all licensing agreements.
- 5.9 Where software is identified as dormant, the dormant software will be uninstalled, or the dormant subscription cancelled. Dormant licences (perpetual and prepaid subscriptions) will be made available for reuse. Where the software asset was purchased by a HHS it will then be held as a resource for reuse by that HHS.
- 5.10 Subscription licences will be purchased where a subscription licensing whole-of-Government or Queensland Health standing offer arrangement exists. Perpetual licences will be purchased on an exception basis where the purchase of a subscription licence is not assessed by the business area as meeting business needs. Perpetual licences should be purchased with maintenance (where available) to ensure version currency.

6. Legislation

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

7. Supporting documents

- *ISO/IEC 19770-1:2017 Information Technology – IT Asset Management Part 1 (2017)*
- *Queensland Procurement Policy, Department of Housing and Public Works*
- *Queensland Government Enterprise Architecture:*
 - *ICT Resources Strategic Planning Policy (IS2)*
 - *Procurement and Disposal of ICT Products and Services Standard (IS13)*
<https://www.qgcio.qld.gov.au/documents/procurement-and-disposal-of-ict-products-and-services-is13-policy>

- *Software Asset Management Policy*
- *Software Currency Policy*
- Enterprise ICT Governance Health Service Directive (QH-HSD-052:2019)
- Enterprise Architecture Health Service Directive (QH-HSD-015:2014)
- Queensland Health Procurement Procedures

8. Definitions

Term	Definition
Definitive Software Library (DSL)	A Definitive Software Library consists of both a secure physical store and a logical store to manage and track software media within the agency. The physical store is the secure storage where master copies of approved software media are stored.
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 policy and the <i>Queensland Government Enterprise Architecture– Software Asset Management Policy and Guideline</i> .
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 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. An auditing package with software metering capabilities will assist an agency in locating software that is deployed but not currently used.
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.

Version Control

Version	Date	Comments
1.0	30 July 2019	New policy
2.0	20 April 2020	Added: 5.1 The Deputy Director-General, eHealth Queensland/Chief Information Officer, Queensland Health (DDG/CIO), as the accountable officer for establishing appropriate processes to ensure that Queensland Health maintains compliance with its software licence agreements.