

# HARLOW COUNCIL

## Software Management Policy

### Document Information

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Service	<b>Finance</b>	Department	<b>ICT</b>

### 1. Introduction

The objective of this policy is to ensure that the council meets its legal and contractual obligations, obtains good value for money, and operates effectively and securely in the licensing, purchasing and management of software.

The Senior ICT Manager is the responsible officer for the operational management of the Software Policy.

### 2. Scope

This policy applies to all council software, whether purchased, leased, obtained under 'shareware' or 'freeware' arrangements, or developed in-house. It applies whether installed on networked servers, PCs, laptops, or mobile devices owned by the council.

This policy covers all equipment irrespective of physical location.

The Policy applies to all Council staff, Councillors and contract staff using Harlow Council hardware and software.

Infringements of this policy can lead to disciplinary action against individuals under the council's procedures and may result in legal action and criminal proceedings against the council and/or individuals.

### 3. Risk Management

This policy is used to mitigate against the risks of:

- Using unlicensed software
- Using unsupported versions of software
- Malicious software being installed that could compromise network and data integrity
- Ensuring the Council pays for only the licenses in use
- Ensuring all equipment, irrespective of location, is controlled centrally

By using centralised management tools to install and remove all software. By restricting administrative rights on all hardware for software installation to only authorised "super users" within the IT Team. This includes any equipment that is used in mobile locations or in a homeworking environment.

### 4. Software Installation

Software must only be installed on council computers or networks if there are the appropriate licences, and if its use is in accordance with its licensing rules. By default end users are prohibited from installing software on council computers - requests for installation must be placed via the IT Service Desk.

Where local software installation rights have been granted to individuals in departments, the same software installation and use rules apply. Any installations must be notified to the IT Service Desk so they can be monitored and controlled appropriately.

Any software applications which will require installation on, or distribution via the council's servers and networks, must not be purchased or acquired without prior technical discussion, evaluation, and agreement with ICT Services.

### 5. Procurement

All software procurement must adhere to the Council's procurement rules.

Any such procurement must have the approval of the Senior ICT Manager to ensure:

- Compatibility with the Council network
- Public Sector Network compliance (PSN)
- Data and security integrity is maintained on the Council network

The procurement of software that capture, use, or manipulate data either personal or general must comply with all Legal requirements, Data Protection and GDPR compliance.

### **6. Ownership**

While ICT will ensure the network and hardware are kept up to date any software systems that require third party supplier support and have a system administrative function must have a system owner. The system owner will be responsible for the day to day upkeep of the underlying system, data quality and compliance with data retention policies. The system owner will be responsible for liaising with ICT and the supplier for any upgrade/patch requirements.

The system owner or departmental lead will be responsible for any contracts and legal requirements for the use of the software.

### **7. Software metering**

The use of all software installed on the council's networks must be controlled and monitored to ensure compliance with licensing agreements (e.g. the number of concurrent users, the users' location etc), and to inform decisions on re-licensing and/or value for money.

### **8. In-house software applications**

Development of software applications which may require central support and/or installation on the council networks, or which may perform a critical or core functions, must not be undertaken without discussion and agreement with the Senior ICT Manager.

### **9. Copying of software, media, and manuals**

Software must not be copied from one computer to another, or copies made of software media or manuals, without explicit confirmation from ICT Services that this is in accordance with the appropriate licensing agreements and with copyright law.

### **10. Software audits**

ICT Services will operate software asset discovery tools to regularly audit software installations on the council's networked computers and servers, so that these can be compared against the licences owned by the council. Employees with council laptops, computers or mobile devices which are normally located off-site must produce them for software audit at the request of ICT Services.

### **11. Software Asset Register**

ICT will hold an asset register of all software, systems, versions and licenses. This will be complemented using automated discovery tools to ensure integrity of the asset register..

### **12. Storage of software media, licensing keys and license agreements**

All media, licensing keys and agreements for council software will be securely stored by ICT Services in locked repositories, and their location and use recorded by ICT Services. Media,

licensing keys and agreements for software purchased by other departments must be passed to ICT Services for secure storage, unless appropriate local storage arrangements exist and have been approved by ICT Services.

### **13. Permitted use of council software**

Unless explicitly authorised, all council software is only for the council's business and administration, and not for consultancy work. Before using council software for consultancy or other external work, users must contact ICT Services to check whether such use is permitted and, if so, what acknowledgements must be included.

### **14. Versions of software**

Normally only the current version of a software application and its immediate predecessor will be implemented and supported. In some cases technical, support or licensing issues may preclude more than one version being available.

ICT Services will automatically update 3<sup>rd</sup> party software on PCs, laptops and mobile devices connected to the council's network using a software updating tool. For off-site equipment ICT Services will request users to bring their equipment in to be updated.

Applications will be updated in accordance with the suppliers recommendations and in liaison with departments who use the application.

### **15. Disposals of software**

Council software licences cannot be given away or sold for use outside the council. All software on council computers which are being disposed of must be securely destroyed or uninstalled. The media and licensing keys for software which is being permanently withdrawn from use must be destroyed.

### **16. Contractors**

The council's contractors, suppliers, consultants, and temporary staff are covered by the terms of this policy and must not introduce unlicensed or inappropriate software to the council's computers, networks, or premises. Contractors working on the council's computers or networks must give a formal undertaking to this effect.

They must be given and acknowledge acceptance of the council's Information Security Policy and Conditions of Acceptable.

Officers responsible for the management of such staff/contractors must ensure communication and monitoring is in place to comply with this policy.

### Version History

**Date of this revision:** 22<sup>nd</sup> January 2021  
**Date of next review:** 22<sup>nd</sup> January 2023

Version No:	Version date	Summary of Changes	Revised by
Draft		First draft	
Draft V2	3/11/2020	Incorporating comments from IGG	Declan White
Draft V3	19/1/2021	Additional comments incorporated especially around homeworking kit	Declan White
V1	22/01/2021	Authorised by IGG	Declan White