IT06 - Information Technology (IT) Hardware and Software Policy

Introduction

1 This policy sets out the general rules for the use of Southampton Solent University IT hardware and software. Southampton Solent University IT hardware and software is coordinated and managed by Information and Communications Technology (ICT).

2 It is the responsibility of each individual user to ensure that they use University IT services in an acceptable manner in accordance with all University policies and current legislation.

Budgetary Issues

3 In line with the current University policy, all orders for hardware and software purchases will be raised by the procurement team in Finance. In order to help Schools, Services and ICT to manage their budgets effectively and to eliminate as much paperwork as possible, the orders will be raised directly against the requesting School's or Service's budget whenever possible.

4 Only a restricted number of nominated and senior staff within ICT are allowed to authorise orders against School/Service budget. It should be noted that ICT will only authorise orders for items which have been requested by the School or Service.

Procedure for Buying Hardware

5 All major items of IT equipment for staff and student PCs/Macs are deployed, maintained and replaced by ICT in co-operation with Specialist Facilities if the equipment is under their control. IT equipment across the University is upgraded or replaced by ICT based upon its age and specification and subject to budgetary constraints. This is to ensure that the hardware platform is kept as consistent as possible across the University which simplifies maintenance and support. The replacement period is defined by the Director of ICT or appointed deputy.

6 A member of staff must request new hardware or upgrades to existing equipment through the ICT Service Desk who will check it can be supported by the University from a technical perspective and that the budget holder has given his/her approval before passing the request to Finance for procurement to ensure it is purchased at the best possible price and in accordance with University procurement regulations.

7 ICT will track the request and the goods will be delivered to ICT in the first instance. ICT will inform the originator once goods have arrived and arrange for it to be built and deployed.

8 ICT will ensure the following tasks are actioned:
i Create and record a hardware inventory number;

ii Record the date of delivery so that the hardware can be put on maintenance, if cost effective, once its warranty period, if any, has expired. (Note that there are exceptional circumstances where the School/Service will be responsible for maintenance - see Maintenance sections below);

iii Label the hardware, as appropriate, with its inventory number;

iv Security mark appropriate hardware purchases;

**Procedure for Buying Software**

9 All software running on University devices including free software and modules/plug-ins must be requested via the Teaching Space Software Request (if it is to be delivered to multiple classroom or student machines) or the Staff Software Request process (if it is to be deployed to individual staff machines only). Teaching space software requests will only be accepted during the published timelines.

10 All new software requests must be approved by a technical member of staff from ICT to ensure compatibility with the University infrastructure and by the budget holder for financial approval.

**Software Licencing and Media**

11 Most software purchased by the University is obtained at a special educational price and is likely to include restrictions on its use. Software licences vary considerably in their terms and conditions so ICT and the Finance procurement team will check these carefully to ensure compliance at all times.

12 Some software is purchased on a site/campus-wide licence to achieve best value for money and to enable the wider deployment of the software. Other software is based on the FTE staff or student figures submitted to HESA.

13 The University has subscribed to several software agreements whereby it is able to purchase software at a greatly reduced price. It is a requirement of these agreements that ICT keep centralised records of all installations of the product, including their location. These agreements also permit the software vendors to undertake software audits at short notice to confirm the figures of usage the University has supplied.

14 ICT will be the media and licensing contact for all software vendors with all media and licence keys being sent to a generic mailbox managed by ICT (wherever possible) rather than to named individuals. Academics will be the educational contact only. ICT will hold all master software media and licence keys in a central library.

15 ICT will aim to align teaching space software licence renewal dates to the academic year in order to ensure that licences do not expire and software does not stop working during teaching periods.

16 All software installed on University computers must have a current and appropriate type of licence that is owned by the University. Software without a licence, proof of
University purchase or privately owned by a member of University staff must not be installed on University computers.

17 ICT have the authority to restrict administrative rights and carry out software audits on all University-owned devices, both networked and standalone, to ensure unauthorised or unlicenced software is not installed.

18 It is the responsibility of School and Service representatives to inform ICT of any changes to material use of licenced software that may result in change of licence agreement. If software is moved from one machine to another, ICT must be informed to ensure that records are kept up to date.

19 Software licencing is a very complex area and Schools and Services are always advised to check with ICT if in doubt about software licence terms and conditions of use.

**Software Standardisation**

20 The Management Information and Technology Committee (MITC) will keep under review and approve the list of core software which the University will deploy to all staff and students machines.

21 Teaching space software will be grouped into categories with each category having an owner (usually the Head of Subject) who is responsible for signing off the list of software packages in that category. They will also be responsible for ensuring academics to test all the software in their category as soon as it is ready.

22 ICT and Specialist Facilities will work with Schools and Professional Services to agree a full software list and determine where each software package will be deployed. ICT will publish this list centrally on the Portal well in advance of the academic year and this should be used by everyone as the single version of the truth. Individuals should not maintain and distribute their own software lists or spreadsheets.

**User Documentation**

23 ICT will only provide user documentation that is licenced with the software provided. Where printed materials are not provided by software vendors, ICT will endeavour to provide access to online user materials.

**Hardware Maintenance**

24 In general, all hardware that is purchased through ICT will be on warranty for at least the first 12 months and normally 3 years. ICT will enter into a maintenance contract for all hardware that is out of warranty where it is deemed to be cost effective to do so (with one exception as detailed in the next paragraph).

25 If a School or Service wishes to install standalone equipment with specialist hardware and software then, with the agreement of ICT, this can be purchased from a third party who will also provide all the support and maintenance required. This would be funded by the appropriate School or Service. It should be noted that the details of such a purchase should still follow the standard procedures, licences and inventory numbers are to be recorded centrally and the hardware is security marked as appropriate.
26 If hardware develops a fault and is not under warranty or on a maintenance contract, ICT will assess and communicate the cost of repair. The School/Service can decide whether or not they wish to go ahead with the repair. If the work is undertaken, ICT will recharge the appropriate School/Service for the cost of repair.

27 Annual support and maintenance charges for hardware will be paid by ICT unless there has been a specific agreement with a School/Service. There should be a clear statement at the time of purchase that the School/Service will be responsible for the annual support and maintenance contract thereafter.

Software Maintenance

28 All software is purchased with a support and maintenance contract wherever appropriate. Many suppliers require a single named contact before providing the University with such a support and maintenance contract. In such cases, a member of the ICT management team or Head of Specialist Facilities will be the named contact person.

29 ICT are responsible for ensuring all software products are maintained in accordance with recommended supplier guidelines for both functionality and security and will agree with the appropriate academic(s) if the software is updated during the academic year or only during the summer.

Disposal

30 To comply with “The Waste Electrical and Electronic Directive”, all computer equipment and software must be disposed in accordance with the Disposal of IT Equipment and Media Policy.

University Software Installation on Personally-Owned Devices

31 Some software licence agreements allow the University to purchase software for installing on an individual’s own device. Where this is available to staff and students they agree to the conditions of the licence agreement. In addition staff and students accept the following:

a. Recognise that the University may take legal action where cause legal proceedings to be taken as a result of my violation of the University licencing agreement;

b. If the software can be installed by myself and I choose to do so, the installation is done at my own risk and I undertake to ensure that the software is only installed on my privately owned computer and no others;

c. I agree that on leaving the University’s employment, I will delete all software purchased by the University from my PC and return any associated media and documentation. I also agree that I will inform ICT so that the licence may be reused;

d. I agree to allow University authorised staff or representative of software companies auditing the University licences access to my PC;
e. I recognise that, although ICT will take every precaution in retaining the integrity of the PC, that the installation procedures may affect the performance of any existing software and that the installation is done at my risk;

f. The installed software may only be used for University purposes.

**Code of Conduct for the Use of Computer Software**

32 All users of University IT are subject to the requirements of the Acceptable Use of IT Policy. All users are responsible for ensuring that their usage of any software is within the regulations and is ethical and lawful.

33 ICT will arrange for backup, copying and distribution of software and documentation subject to the conditions of the licence. Individual users are not permitted to copy software and documentation. In the event of termination of the licence, ICT will arrange for all copies of the software will be required to be deleted.

34 Educational use is generally defined as follows. (Variations do exist and should be checked with ICT).

   a. The product may be used by any employee, student, or other person authorised by the licensee for the purposes of the normal business of the licensee’s organisation, whether or not they are located on the premises.

   b. Uses of the product include:

   i. Teaching

   ii. Research

   iii. Personal educational development

   iv. Administration and management of the business of the licensee’s organisation

   v. Development work associated with any of the above.

   c. Uses that are excluded include:

   i. Consultancy or services leading to “commercial exploitation” of the product.

   ii. Work of significant benefit to the employer of students on industrial placement of part-time courses.

   d. A licensor may allow an excluded use of the product, in return for acknowledgement of use or for an agreed fee.

   e. “Commercial Exploitation” in the context of this Code is use of the product for monetary gain either by the Institution or an individual. Where the product is so used, this must be a matter for discussion between the supplier and the licensee.
All persons who are provided with a copy of a product must be aware of the Copyright Acknowledgement as specified below.

a. “I agree that my usage of any software made available to me by the University is subject to the conditions that I will:

   i. Ensure that all requirements of the agreements or contracts under which this software is held by the Southampton Solent University will be maintained. (Copies of the relevant agreements may be seen by application to ICT).

   ii. Ensure that the copyright is maintained on all copies of this item of software used by me.

   iii. Ensure the security and confidentiality of any copies released to me, and not make any further copies from it or knowingly permit others to do so.

   iv. Use this item of software only for purposes defined in the agreement, and only on computer systems covered by that agreement.

   v. Not incorporate a modified version of the software in any program written by me without express permission of the Licensee.

   vi. Not reverse engineer or decompile the software the software product.

   vii. Will return all copies of the software at the end of the course, academic year, period of employment, or when requested to do so by ICT.”

Other Sources of Information

Other University IT policies:

a. IT01 - IT Acceptable Use Policy;

b. IT02 - IT Security Policy;

c. IT03 - Internet Usage Policy;

d. IT04 - Email and Instant Messaging Usage Policy;

e. IT05 - Telephone and Mobile Phone Usage Policy;

f. IT07 - Disposal of IT Equipment and Media Policy;

g. IT08 - Application Systems Policy;

h. IT09 - Identity Management Policy

http://portal.solent.ac.uk/support/official-documents/policies-procedures-guidelines/information-communication-technology.aspx
37 Other University policies, including but not limited to, the following:

a. Data Protection Policy;

b. Disciplinary Procedure Policy;


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