KUMASI TECHNICAL UNIVERSITY

SOFTWARE MANAGEMENT AND USAGE POLICY

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Table of Contents

1.0 Introduction

1.1 Preface

Kumasi Technical University approves the use of computer software from a variety of third parties. Such software is normally copyrighted by the software developer and, unless expressly authorized to do so, Kumasi Technical University has no right to make copies of the software or to use them. Any duplication or use of software except as permitted by related license agreements is a violation of copyright law and is therefore prohibited.

Installing unauthorized software on a computer system, workstation, or network server within Kumasi Technical University can lead to potential system failures, system degradation or virus infections. Unauthorized installations also place Technical University of Kumasi and its employees at risk for civil and criminal action, which can result in punitive measures imposed on all involved parties.

Kumasi Technical University employees that use computer systems for research, learning and workrelated purposes must therefore agree to the following conditions for the use of all software:

i. To purchase, install, and/or use only software that has been authorized for use on Kumasi Technical University computers.

ii. To obtain proper documentation for all software purchases.

iii. To abide by the terms of all license agreements as they pertain to the use of software on Kumasi Technical University computers, as well as on personal computer systems used for Kumasi Technical University related work.

iv. Not to reproduce or duplicate software, in any way, except as provided by the license agreement between Kumasi Technical University and the software manufacturer.

v. To obtain the appropriate training on the usage, installation and management of the software.

1.2 Scope

This policy applies to the use and management of all software installed on the institution's computer systems including but not limited to servers, desktop computers, laptop computers, tablets, and smart phones. It also applies to all users of the University's ICT resources.

1.3 Purpose

The purposes of this Software Management and Usage Policy is:

i. To ensure that Kumasi Technical University employees are properly trained on appropriate procedures surrounding safe and legal use of company-owned software.

ii. To discourage inadvertent (or deliberate) violations of the terms of our organization's software license agreements and applicable laws when installing and/ or using software on computers owned by Kumasi Technical University or private computers used to perform business related to Kumasi Technical University.

iii. To prevent copyright infringement and to ensure proper software asset management.

2.0 Software Licensing Policy

2.1 Purpose

The purpose of this section is to define roles and responsibilities on the licensing of software within Kumasi Technical University. Managing licenses centrally helps in reducing cost and redundant purchases in dealing with bulk or volume license. Incorrectly licensed software could lead to legal action being taken against the University.

2.2 General Regulations

i.   Users are required to conform to this regulation on software licensing. Breach of this policy constitutes serious misconduct, and may result in disciplinary action.

ii. Users are required to conform to the Copyright Act 2005 (Act 690) of the republic of Ghana, and any amendments, including but not limited to the copying, duplication, loading and use of licensed software.

iii. Users are required to conform to the terms and conditions of all license agreements for software loaded on to any System owned or administered by the University.

iv. Users of the institution's licensed software are required to conform to the terms of all license agreements between the University and any third party, including the University licensed software installed or used on any system, computer, or device.

v.   Software must not be installed or used on University owned Information Systems in any way that is in violation of the license agreement.

vi. The University licensed Software must not be installed or used on any system, computer, or device in any way that is in violation of the license agreement.

vii. Software installed or used on the University's systems in violation of its license must be uninstalled.

viii. Adequate records must be kept by those responsible for management of any software, to ensure that licensing information is available at all times.

2.3 Corporate License Management

i. All corporate licenses are to be procured and managed by the ICT Directorate.

ii. The ICT Directorate will maintain an up to date list of all KsTU software licenses.

2.4 Individual License Management

i. Licensing of all software owned by KsTU or installed on KsTU systems and not managed by the ICT Directorate is to be managed by the individuals, faculties, institutes, departments or an office which has acquired the software. This includes:

(a) Ensuring compliance with the licensing agreement

(b) Maintenance and renewal of the license agreement

(c) Storing and retaining license documentation

(d) Storing and retaining the documentation and media

ii. Individuals, faculties, institutes, departments or an office must consult with the ICT Directorate prior to the purchase of any software to ensure that the University can take full advantage of any existing licenses, and volume or bulk license pricing.

iii. Individuals, faculties, schools or offices must inform the ICT Directorate of software license purchases and pertinent information so that they may be included in the ICT Directorate's software license inventory.

3.0 Software Usage Policy

3.1 Authorized Software

Only software authorized by Kumasi Technical University shall be purchased, installed, or used on Kumasi Technical University computer systems.

Personal software, or software that an employee has acquired for non-business purposes, shall not be installed on Kumasi Technical University computer systems. The only software permitted for installation on Kumasi Technical University computers systems are authorized software for which Kumasi Technical University has been granted a license.

3.2 Software Purchases

Only authorized software (applications) shall be purchased by Kumasi Technical University employees. If authorized software has to be purchased, the following procedures must be followed:

i. Obtain and complete an ICT Product/Service Request Form from the ICT Directorate.

ii. When approved and procured, a copy of the software license must be provided to the ICT Directorate for completion of registration and inventory records keeping.

iii. Licenses must be registered in the name of Kumasi Technical University and not in the name of the individual end-user.

* **Note:** If software must be purchased that is not authorized, you must fill out the ICT Product/Service Request Form. If it is approved by ICT Director and Vice Chancellor, the software will subsequently be authorized to be purchased.

3.3 Duplication of Licenses

Software shall not be duplicated, reproduced, or installed on more than one machine without prior written authorization from the Director of ICT.

3.4 Retirement or Transfer of License

The following rules apply when a license or licenses are replaced by newer versions or are being transferred from one user to another:

i. Licenses shall not be uninstalled from one user's machine and re-installed on another user's machine without written permission from the ICT Director.

ii. All software and documentation for releases or versions that have been replaced by newer versions are to be returned promptly to ICT Directorate.

iii. All software and documentation for those products no longer required should be returned promptly to the ICT

Directorate and the software must be uninstalled from the computer system.

3.5 Computer Re-Assignment

The following rules apply when a computer is being transferred from one user to another:

i.   The intention to transfer the computer must be reported to the ICT Directorate at least three (3) days in advance to allow for proper documentation.

ii. The computer reassignment must be authorized by the ICT Director with recommendation from the head of the user.

iii. If, after the transfer, both users are using the software, an additional license must be obtained according to the guidelines specified in subsection 3.4.

4.0 Other Related Policies

4.1 User Education

ICT Directorate and Registry (HR) shall provide education programmes for all of its software users. New users shall be provided the same education programme within ten (10) days of the commencement of their employment.

4.2 Budgeting for Software

When acquiring computer system hardware, software and training or when renewing software licenses, the University must budget to meet the full costs at the time of acquisition or renewal.

4.3 Acquisition of Software

Legitimate software will be provided to all users who need them. All requests for software, including upgrades, must be submitted to the ICT Directorate. The ICT Directorate shall provide specification for all software to be purchased. Software will be purchased only from reputable authorized sellers.

This policy applies to acquisitions of hardware that includes bundled or pre-loaded software. Software acquisition channels are restricted to ensure that Kumasi Technical University has a complete record of all software that have been purchased for the computer systems of the Kumasi Technical University so that the ICT Directorate can register, support, and upgrade such software accordingly. This includes software that may be downloaded and/or purchased from the Internet.

4.4 Installation of Software

All approved software shall be installed by an approved staff from the ICT Directorate after obtaining approval from the Director of ICT or an officer authorized by the ICT Directorate to install software on the computer systems of the University. Only those persons explicitly authorized by the University shall be eligible to install software on the servers and computers. Such persons shall not do so until the ICT Directorate has first obtained an appropriate license for that software. A software upgrade shall not be installed on a computer that does not already have a copy of the original version of the software.

4.5 Storage of Software and Documentation

Once installed, the original media will be kept in a safe (fire proof safe) maintained by the ICT Directorate. ICT Directorate shall also

store all original software licenses, registration and purchasing information in the safe. User manuals, if provided, must be stored in the safe area at the ICT Directorate with soft copy on public folders for easy access by staff members.

4.6 Record Keeping

The ICT Directorate shall keep and maintain a register of all software (media–installation disk/files) of the University. The register must contain: (a) the title and publisher of the software; (b) the date and source of software acquisition; (c) the inventory of installation done; (d) the existence and location of back-up copies; and (e) the software product's serial number.

4.7 Internet Use

Unless otherwise noted, all software, music, and audiovisual works found on the Internet shall be considered copyrighted works. Therefore, users are prohibited from downloading these files without permission from the copyright holder.

Software programmes or other files that are downloaded from the Internet must be scanned with the corporate antivirus software before installation or execution. All appropriate precautions should be taken to detect for a virus and, if necessary, to prevent its spread. Staff members shall not place the University's material (copyrighted software, internal correspondence, etc.) on any publicly accessible internet computer without prior permission from the ICT Directorate or the originating office.

4.8 Software Audit

Kumasi Technical University reserves the right to inspect user's computer system for violations of this policy. The ICT Directorate

will conduct a regular audit of all computers systems (including portables) and servers of the University, to ensure compliance with all software licenses. Periodical audits shall also be conducted at random on users as appropriate. Audits will be conducted using an effective auditing software product in a manner that is the least intrusive and disruptive to users. The full cooperation of all users is required during audits. Users must not remove or delete software. Removal or deletion of software must be done only by authorized ICT Directorate staff.

4.9 Surveys

To ensure adherence to the software usage policy and related national laws and statutes, the University reserves the right to monitor software installations and usage on all its computer systems, as well as any privately-owned computers when used to conduct University related job. The ICT Directorate shall conduct periodic software use surveys to determine existing and future software needs. Users will complete the surveys promptly and to the best of their abilities.

Any staff member who becomes aware of the installation, copying, use, distribution, or transmission of software within this organization that is illegal or in conflict with software management and usage policy of the University should promptly notify the ICT Directorate.

4.10 Duty to Report Under-Licensing

There are no exceptions to this policy. Any staff member found violating this Software Management and Usage Policy in any manner is subject to disciplinary action (in conformance with the University's disciplinary policies) including possible termination of employment, and/or legal action.

Any infringing activity by a staff member may be the responsibility of the institution: therefore, the University may choose to hold the employee liable for his/her actions. A reprimand for minor offenses or termination of employment for willful or repeated offences could be applied. The University does not condone the illegal duplication of software or other copyrighted works.

4.11 Policy Exception

This Policy excludes demonstrational computer lab installation practices.

4.12 Password and Password Confidentiality

   i.   Passwords

       Login names and passwords are assigned to individual persons for many different access reasons. Under no circumstances should staff allow another person to use their personal login name and password.

   ii. Password Selection

       The strength and confidentiality of your password are of enormous importance. It is imperative that staff choose and use secure passwords.

   iii. Personal Use

       Software's are primarily provided for University's business use and must be used in accordance with this policy and related procedures. Personal use of the University's software is not permissible.

5.0 Conclusion

In conclusion, the institution cannot afford to ignore the significant role the end users play in the ability to ensure that the University operates within the boundaries of its license agreements. The right technology and effective processes, while absolutely vital to the success of our ICT policies, rarely go far enough toward addressing a dynamic environment in which software/ applications residing on computer systems fluctuate on a daily basis. By developing, communicating, and enforcing an intelligent software management and usage policy, the institution will add much needed balance to the ICT policies and ensure that they remain on firm ground.