

Computer Software Usage Policy

Purpose

The purpose for this policy is to establish university software standards and to identify the levels of technical support available to the University community by the Information Technology Department. This policy also defines the boundaries for the “acceptable use” of the university’s software.

Principle

All software programs must be used in compliance with applicable licenses, notices, contracts, and agreements as well as city, state, and federal laws and regulations. All software programs purchased and provided by the university are to be used only for creating, researching, and processing business-related or education-related materials.

Scope

- University of Mary Hardin-Baylor (UMHB) respects all computer software copyrights and to adhere to the terms of all software licenses to which the University is a party. The Information Technology Department is designated as the University's Software Manager, and is charged with the responsibility for enforcing this policy.
- All users are expected to use software programs ethically, lawfully and appropriately at all times.
- All software programs acquired for or on behalf of the university or developed by university employees or contract personnel on behalf of the university is and shall be deemed university property.

Underlying Principle for Software Standardization

Software standards have been established in order to ensure efficient and cost-effective use of University computing assets. The principles to standardize software are as follows:

- To help ensure compatibility between applications and releases
- To provide for more effective system administration
- To assist in the computer planning process and enable the realization of long-term goals and the future computing vision
- To ensure cost-effective purchasing
- To enable effective tracking of software licenses
- To provide end-user software training and enable cost-effective training efforts
- To allow efficient and effective technical support effort

Standard Software

“Standard” software can be best defined as software, which is loaded on vast majority of university owned computers. IT staff are trained to install, to operate and to support these software applications. Users of the standard software can expect Information Technology

staff to troubleshoot and assist with training of these standard applications. These software applications include:

- Microsoft Word 2000, Word XP
- Microsoft Excel 2000, Excel XP
- Microsoft Power Point 2000, Power Point XP
- Microsoft Outlook 2000, Outlook XP
- Microsoft Windows 98, Windows 98 SE
- Microsoft Windows XP Professional
- Computer Associate InnocuLan Antivirus
- Norton Anti-Virus
- Adobe Acrobat Reader 5.0
- Microsoft Internet Explorer 6.0
- Novell Netware Client
- IBM AS/400 Client Access
- Any software developed by IT staff

Non-Standard Software

Information Technology staff will not provide support for evaluation software, personally purchased software, illegal copies of software, screen savers, shareware, freeware and any software that is not included in the standard software listed above.

Non-standard software Support Procedures

- Log user's problem in IT work order database.
- Assign appropriate IT engineer to assess the problem.
- Perform preliminary troubleshooting to eliminate the possibility of hardware failure or network malfunction.
- Call user to conduct additional testing over the phone.
- Conduct on-site visit to conduct additional tests if necessary.
- Make a recommendation for software support options.

Non-standard software alternative support options

User should:

- Utilize any free technical support and/or knowledgebase provided on the Web.
- Purchase and study user's manual or reference.
- Attend trainings offered by the software manufacturer or certified training instructor.
- Call manufacturer technical support.
- Contact local users group or form a self-support users group.

Since some of the alternative support options are fee based, especially calling the manufacturer for technical support, UMHB faculty/staff should consider including technical support costs in their departmental budget prior to making software purchase.

Software Acquisition Procedure

All software acquired by University of Mary Hardin-Baylor must be purchased through the Information Technology Department. Software acquisition channels are restricted to ensure that Information Technology has a complete record of all software that has been purchased for use on the University computers and users may register, support and upgrade such software according to its specific policies and procedures.

All purchasing of standard software shall be centralized with the Information Technology Department to ensure that all applications conform to institution software standards and are purchased at the best possible price. No charge will be imposed to the faculty and staff if standard software is to be used on a university-owned computer.

Software Registration

No registration is required for all standard software. When non-standard software is ordered and delivered, it must first be properly registered with the software publisher via procedures appropriate to that publisher. Software must be registered in the name of University of Mary Hardin-Baylor with the job title or department name in which it will be used. Due to personnel turnover, software must **never** be registered in the name of the individual user.

Software Licensing

Unless otherwise provided in the applicable license, notice, contract or agreement, any duplication of copyrighted software, except for backup and archival purposes, may be a violation of federal and state law. In addition to violating such laws, unauthorized duplication of software is a violation of the university's Software Usage Policy.

Software Copyright

All users are responsible for reading, understanding, and following all applicable licenses, notices, contracts and agreements for software that he or she uses or seeks to use on university computers.

Computer software protected by copyright is not to be copied from, into or by using University of Mary Hardin-Baylor computing facilities, except as permitted by law or by contract with the owner of the copyright. This means that such computer and microcomputer software may only be copied in order to make back-up copies, if permitted by the copyright owner. Unauthorized altering, modifying, merging, transferring, de-compiling, or reverse assembly of licensed software is strictly prohibited.

Software Duplication and Distribution

All software users may not duplicate any licensed software or related documentation for use either on the University premises or elsewhere unless UMHB Information Technology Department is expressly authorized to do so by agreement with the licensor. Faculty and staff may not give software to any third party, including students, contractors and/or clients. Unauthorized duplication of software may subject users and/or the University to both civil and criminal penalties under the United States Copyright Act.

The number of copies and distribution of copies may not be done in such a way that the number of simultaneous users in a department exceeds the number of original copies purchased by that department.

Exchanges of software and/or data between University of Mary Hardin-Baylor and any third party may not proceed unless a written agreement has first been signed. Such an agreement must specify the terms of the exchange, as well as the ways in which the software and/or data is to be handled and protected.

Single CPU usage restrictions

Most copyright licenses for software contain single CPU usage restrictions. These restrictions must be honored. In some instances, the software copyright owner may grant a variance from these restrictions to UMHB. However, without explicit written variance, single usage restrictions in the license apply to all users.

Audit

Information Technology Department will conduct periodic software audits of all of university-owned computers, including portables, to ensure that the University is in compliance with all software licenses. Surprise audits may be conducted as well. Audits will be conducted using an auditing software product. Software for which there is no supporting registration, license and/or original installation media will be removed immediately from the user's computer. Also, during these audits, Information Technology staff will search for computer viruses and eliminate any that are found. The full cooperation of all users is required during audits.

Violations and Penalties

According to the US Copyright Act, illegal reproduction of software is subject to civil damages of as much as US \$100,000 per title infringed, and criminal penalties, including fines of as much as US \$250,000 per title infringed and imprisonment of up to five years. A UMHB software user, who makes, acquires or uses unauthorized copies of software will be disciplined as appropriate under the circumstances. Such discipline may include termination of employment. UMHB does not condone the illegal duplication of software.