

Seattle Central Community College

Software Purchasing, Transferring and Installation Procedure

SUBJECT: Software Purchasing, Receiving, Transferring, and Installation

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AUTHORIZING SOURCE: Seattle Community College District Policy 259 and Procedure 259.10-40
Electronic Information Resources

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REVISED:

APPROVED BY: Executive Cabinet Feb. 25, 2003.
Instructional Computing Advisory Committee, March 18, 2003

REVIEW DATE: One year from final Effective Date

Purpose:

To ensure that the Seattle Central Community College is compliant with Seattle Community College District EIR Policy and Procedure 259.20.09 *“All use of data and software on District EIRs must comply with related licensing agreements and with copyright laws.”*

General Provisions:

Seattle Central users are authorized to use only appropriately acquired and licensed software. Users may not duplicate any licensed software or related documentation for use either on Seattle Central Community College premises or elsewhere unless Seattle Central Community College is expressly authorized to do so by agreement with the licensor. Users may not give software to any outsiders, including clients, contractors, customers, students or others. Seattle Central Community College users may use software on networks or on multiple machines only in accordance with applicable license agreements. All departments at Seattle Central shall comply with these procedures for ordering, transferring and/or installing software.

Penalties for Violations:

Unauthorized duplication of software may subject users, Seattle Central Community College, and the Seattle Community College District to both civil and criminal penalties under the United States Copyright Act. Under the Copyright Act, anyone who engages in illegal reproduction of software is subject to civil damages up to \$150,000 per title infringement as well as criminal penalties, including fines up to \$25,000 per title infringement and imprisonment of up to five years. Individuals may also be subject to college disciplinary actions up to and including initiation of termination proceedings.

Procedure for Ordering Software:

The requestor will fill out a normal Seattle Community Colleges Purchase Requisition. The PR will be delivered to IT Services accompanied by a statement containing the following information

Date Software is needed

End user of the software

If maintenance is being purchased with the software and if so how long

CCS or SCS # of the Equipment software is to be loaded on, or labs where software will be used.

Credit card orders will be approved only if the vendor does not accept purchase orders, when credit card is required for electronically delivered software, or for true emergencies. Contact IT Services for special credit card procedures.

IT Services will ensure that all required information is present and will review the request for compliance with campus standards and suitability for campus installation. The director will initial, showing technical approval and will forward the PR appropriately, or will communicate any problems to the originating department. The purchase requisition will be recorded in “IPR” (Inventory/Purchasing/Receiving) database.

Software on contracts or educational quantity agreements

Adobe and Macromedia software to be installed on Seattle Central Community College networked systems should be requested by a NEED request, including a budget number. IT Services will install and charge the indicated budget. Microsoft Office, Visio, Project and Visual Studio.NET are included in our campus agreement. A NEED request is all that is required.

Software for the library circulating collection

Orders will be placed as for other library collection materials. A copy of the order will be sent to IT Services.

Procedures for Receiving Software

Software received on disk or CD will be delivered to IT Services. Software manager will open the package. ITS will copy the License Agreement. The original will be filed with the purchase order. A copy will be provided to the requestor. A helpdesk request will be generated from the IPR. Media will be kept in the software library.

Software delivered electronically will be sent to an IT Services email address. IT Services will be print out the license agreement (if available prior to installation) and hard copy of the email as proof of receiving. A helpdesk request will be generated from IPR. Email containing the software, or the download information, will be forwarded to the technician assigned. If License Agreement is not available for print-out from the email, the technician unit will provide a hard copy of the license agreement to ITS and to the requestor upon installation of the software. IT Services will record the license and purchase information and the equipment on which the software is to be installed

Software received for the library collection will have a copy of license info (from printed or electronic source)) delivered to IT Services before the software is placed on the shelves for distribution.

Procedure for Software Installation

All software for any Seattle Central workstation must be owned by the College (see below for PDA exception*). All physical software disks (compact, floppy, etc) that are purchased for Seattle Central workstations will be stored in the IT Services Software Library and will be managed by IT Services regardless of the program purchasing them. All installations will be by IT Services staff, unless a Faculty Software Installation form is on file, signed by the instructor, the instructor's department head and the IT Services director.

Any individual who acquires software which does not require an actual purchase, including demonstration software, free downloaded software from the Internet, software bundled with books, textbooks, workbooks or hardware will provide IT Services with a copy of the license prior to requesting the software be installed on any Seattle Central Community College computer. Such software is subject to the same policies as software purchased through the regular process and will be subject to audits.

Physical Software Media

After media disk(s) are received by IT Services and checked in, IT Services will notify the end user that the disk(s) were received and will create an installation request. The software manager will checkout the media disk(s) to the technician for installing. IT Services technician will install the software

Electronically Delivered Software

Employees will not download unauthorized software over the Internet. E-mailed software will be sent to an IT Services email address. IT Services will notify the user that the software was received and will create an installation request. IT Services will forward the email containing the software or containing the download instructions to the technician assigned the installation request. Technician will then load the software onto the user's machine

Free software and Shareware

It is the policy of the College to pay the requested cost for all shareware. Shareware is not considered free software and must be purchased using normal procedures. Freeware from the Internet should not be loaded on any computer unless it is specifically used for classroom/instruction purposes and day-to-day staff work. Acquisition, registration and installation of freeware products will be handled the same way as for commercial software products.

Free Plugins and free updates/patches

Current versions will be installed by IT Services with new computers and during major updates. Users needing a new release at other times should submit a normal request to the helpdesk (NEED).

A copy of any relevant license information will be filed in the software library.

Demo/evaluation versions

Users wanting to use demo or evaluation versions should submit a normal helpdesk request (NEED). IT Services will download the software and file a copy of any relevant license information. Demo software

must not be used beyond its time limit and must not be downloaded again. If the user wants to continue using the software, the department must purchase a copy.

Bundled software packages in conjunction with textbook purchases:

Installation, licensing, documentation and copyright enforcement procedures apply to this purchasing approach. Textbook software may only be used for evaluation (as specified by the vendor) or in conjunction with adopted textbooks. Additional licensing may be necessary if textbook software is to be installed on the student network.

***Software for Personally Owned PDA's**

PDA software is an exception to the requirement that all software must be College owned. Since personal use of College PDA's is not allowed, many employees use personally owned PDA's at work. The employee should make two copies of relevant license information. One should be kept with the user's computer and the other filed by ITS along with the CCS of the computer. The employee should make a normal helpdesk request for installation.

Manuals and Documentation

Most current software provides documentation as "help" files. When paper documentation is received for single user software, the documentation will be provided to the user. For multiple-user purchases ITS will provide departments with information on purchasing additional copies of documentation.

Procedure for Transfer of Software Rights between Departments and/or Users

Software licenses can be transferred between departments/programs and/or users with the approval of the administrator of the program/department that originally purchased the software and the administrator of the program/department receiving the software. To help ensure that the software agreement is not violated, IT Services will transfer software and rights between departments and/or users.

Procedure for Employees Leaving Seattle Central Community College

It is the responsibility of the user's department/program office to inform IT Services, via e-mail, of an employee's leaving service. ITS will conduct a software audit to obtain a list of software that is currently on the employee's workstation, send a copy of the list to the software manager for license verification and reassignment, sign off on Seattle Central Community College Exit Checklist and prepare workstation for a new user, or keep for future reassignment.

Procedure for Unlicensed or Harmful Software

College computers will be monitored, using Track-it or similar software, in compliance with the district EIR procedure: *2.59.30 The District reserves the right to monitor the use of all EIRs..... Users are advised that if authorized monitoring of user activities or the examination of personal or private files, records, messages, or passwords reveals possible evidence of violation of any District policy or procedure or any other applicable law or regulation, or any other EIR misuse, the SCCD and its administration may use or provide such evidence for use in appropriate investigations and sanctions.*

In the event the IT Services Director, Computer Services Manager, or Network Administrator determines that installed software may harm computer equipment, is improperly licensed or is infected by a computer virus, he/she may direct IT Services staff to remove the software from College computer equipment.

When unlicensed software is found:

All IT Services Staff's Responsibility: Contact the software manager to verify that a license has not been purchased or transferred. Notify the user's management that the user has software that is unlicensed.

User's Management Responsibility: Upon notification that software has been detected without a valid license decide

If license is to be purchased, follow normal purchasing procedures

If license is not to be purchased, request IT Services to immediately remove software.