

POLICY TITLE: University of Guelph Software Licensing Policy and Guidelines**Initial Draft By / Date:** PMO / November 2, 2020**APPROVED BY / DATE:** CIO and ITGC / February 12, 2021**Last Revised Date:** October 25, 2023**Next Review Date:** One year after Approval to be reviewed by:
PMO, CITLG (Campus IT Leaders Group), Purchasing**BRIEF DESCRIPTION:** This document defines responsibilities regarding software licensing at the University of Guelph and provide guidelines for the acquisition, installation, and management of software.

Software Licensing Policy and Guidelines

1.0 Purpose

The purpose of this policy is to ensure compliance with contractual obligations and all applicable legislation with respect to software licensing.

This document defines responsibilities regarding software licensing at the University of Guelph and provide guidelines for the acquisition, installation, and management of software.

2.0 Scope

This Software Licensing Policy is institution wide and applies to all University of Guelph and University of Guelph-Humber Staff, Faculty, Researchers, Students. This policy also covers all University licensed software and software installed on University owned or leased devices, including virtual environments and servers. It includes on-premise, cloud based, and mobile software. It includes all software whether it be purchased, leased, freeware, open source, etc.

3.0 Responsibility / Accountability

- Each Business Unit leader (Dean, Director, Associate Vice President, etc. is accountable to ensure that this policy is followed.
- Each individual is responsible to ensure that they follow this Software Licensing Policy.
- University of Guelph users who wish to purchase software licenses must ensure that they follow University of Guelph Procurement Guidelines as provided by [Purchasing Services](#). A [list of suppliers](#) is provided for reference and purchasing can be reached at purchasing@uoguelph.ca.
- The University's IT Governance Council (ITGC) is a governing body that directs and oversees the approval and prioritization of large IT projects on campus. ITGC is supported by the University of Guelph PMO (Program Management Office) at pmo@uoguelph.ca.

4.0 Policy and Guidelines

- All users should ensure that they adhere to the following related University of Guelph policies and guidelines when acquiring, installing and using campus licensed software.

- [Acceptable Use Policy](#)
- [Privacy Policy](#)
- [University Data Storage Guidelines](#)
- [Research Data Classification](#)
- [Checklist for Acquiring IT Software Solutions at the University of Guelph](#)
- [Reference Security Guidelines \(Vulnerability Assessment\)](#)
- [AODA Guidelines](#) (Information and Communications Section)
- [Security Risk Assessment Questionnaire](#)

5.0 Definitions (Glossary)

- **CCS:** Computing and Communications Services
- **EULA:** End User License Agreement
- **Software License:** Refers to the method in which a vendor authorizes use rights of a software product for an end user.
- **Perpetual License:** A software license that requires a one-time purchase and does not expire. This license is typically for a specific software version
- **Subscription Licensed Software:** Software that is licensed via a subscription model typically requires a monthly or annual fee in order to continue licensing/using the software. This license may be tied to a specific user or device.
- **Software Maintenance:** Refers to the modification of software after delivery to correct faults in functionality or security, to improve performance or other attributes. There is often a yearly fee to obtain maintenance.
- **Software Lifecycle:** Refers to the period of time from when a software product or version is introduced to market to the time where it is no longer supported by the vendor.
- **CCS Software Distribution Site:** Refers to the CCS Software Catalog used by CCS to distribute University of Guelph campus licensed software to end users.

6.0 Procedures and Responsibilities

6.1 Licensing Requirements

All University of Guelph users are responsible for reading, understanding, and following the vendor's EULA for the software that they are installing. Users must also comply with licensing requirements of the software that they are installing. For example, the number of installations per license purchased. Users must also ensure that they are using the correct version of software based on intended user. For example, software restricted to teaching and learning purposes is not permitted for commercial/business use.

6.2 Software Acquisition Guidelines

The University of Guelph requires users to first check if a required software product can be acquired through the CCS Software Distribution site or preferred vendor if available.

Users need to follow purchasing policies based on dollar value for the required product. Please refer to [Getting Started with Procurement](#).

Do note that net new funding for large acquisitions (those that required an open competitive procurement (RFx)) requires ITGC approval. Contact pmo@uoguelph.ca for more information.

Prior to purchasing any software applications, departments must perform due diligence in selecting the appropriate application. Guidance is provided in the "[Checklist for Acquiring IT Applications](#)".

Users should ensure that they have a good understanding of Software Licensing method (perpetual vs subscription) and possible continuing costs such as monthly/annual subscriptions or annual software maintenance fees prior to purchasing a software application.

Users should have an understanding of the EULA and Refund policy prior to purchasing a software product.

Users should ensure that they are aware of any prerequisite(s) that is required in order to run the solution, for example hardware requirements, operating system, java, etc.

A commitment should be made to ensure that systems are patched and are running at versions supported by the vendor.

6.3 Software Purchasing Guideline

As a part of the process for selecting/acquiring a software application, departments should also complete the following steps:

- **Step 1:** Check with your local IT Administrator to inquire as to whether there are already available licenses owned by the department for this requested software product. IT Administrators may also be able to advise users as to whether a software product is available through the CCS Software Distribution site or a preferred vendor.
- **Step 2:** Check with CCS (Software Licensing/Distribution Analyst) to inquire as to whether there is a campus licensing agreement for the requested product and if it is available through the CCS Software Distribution site or a preferred vendor.
 - o Is there another comparable software/tool that is available on campus? (Checking with departmental IT Administrator or CCS). If a software product/license is requested that has competing software currently offered by the institution, the requestor must advise the University of Guelph PMO (Program Management Office) at pmo@uoguelph.ca.
 - o Authorization for purchasing software outside of current campus licensing agreements and preferred vendors can be provided if the product is not offered through one of these options. Users will then need to follow purchasing policies based on dollar value for the required product.
- **Step 3:** Checking with Purchasing Department
 - o Are there approved Vendor contacts or educational/volume discounts available through existing agreements/vendors? Contact purchasing@uoguelph.ca.

6.4 Software Installation Guidelines

General Installation Guidelines

- Installation of software should comply with the specifications of the EULA and System requirements should be verified prior to acquisition and installation.
 - For Example: Campus License for Windows 10 may only be installed on Institutionally owned computers with an underlying Microsoft Windows OS.
- Users should be aware of software products that require periodic license renewal (such as updating license key or renewing a subscription) and plan for updates as necessary.
- Installation Media and license keys must be stored in a secure location and not shared with others.
- Regardless of whether a software product is licensed through the University of Guelph, external source or free/open source software, and regardless of the device on which they are installed, all software products must still comply with University of Guelph Security Policies.
- Prior to installation, users should be aware of whether a software application abides by the policies defined in [4.0 Policy and Guidelines](#).

6.5 Software Installation Procedure

Installation of Software on *University Owned Computers and Mobile Devices* (Includes Systems purchased with PDR)

- Installed software version must match the intended use case. For example: Software intended for educational or research purposes may not be used for commercial use.
- It is recommended that users consult with their IT Administrator (if applicable) prior to installing software on University Owned devices.
- All installed software should be supported by the vendor for security patches.

Installation of Software on *University Owned Servers*

- Installation of software should be performed by IT administrator to ensure proper server-based licensing, versioning and security patching.

Installation of Software in a *Computer Lab Environment*

- Users installing software on systems in a computer lab environment must ensure that they purchase and use the correct license version for installation in a lab environment. For example, Lab version of ArcGIS Desktop or SAS.

Installation of Software on *Personal Computers and Mobile Devices* (whether or not supported by the University)

- Software installed on Personally owned computers that are used for work purposes must follow EULA guidelines and software must be approved for installation on non-institutionally owned devices.
- Personal devices with University licensed software installed should follow [University of Guelph guidelines for Security](#) (encryption, virus protection, etc)

6.6 Software License Management

It is required that all departments keep track of both perpetual and subscription-based software licenses purchased by their departments through a primary departmental contact (such as an IT admin or purchasing contact) or inventory system.

- Transferability (reassigning licenses) – departments are responsible for ensuring that all licenses are assigned to current University of Guelph users in order to remain in compliance with campus licensing agreements.
- Departments are required to control access to software based on licensing agreement/model for both individual workstations and servers.

The University of Guelph only authorizes the use of software products that are currently licensed, and vendor supported. Once a software product is considered end of life by the vendor, it no longer meets University of Guelph security standards and should be upgraded to a supported version or uninstalled. Exceptions must be granted by the Chief Information Officer (CIO).

End of life Software products should be disposed of properly. This includes both the license key and installation media.

6.7 Acceptable Use of Software

University of Guelph users are required to follow the EULA and acceptable use policies for all software licensed through the University of Guelph and all software installed on University owned systems. This includes all authorized users in Public and Lab environment.

Users are not permitted to use educational software for commercial/business use.

Users must follow applicable software Copyright laws, which prohibits making copies of campus licensed software or redistribution of installation media and licenses.

7.0 Enforcements

- Violations to this policy will be brought to the attention of the Associate Vice President and Chief Information Officer; and the Chief Internal Auditor.