Software Asset Management Policy

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Striving for excellence

ENFIELD Council
General

Executive Statement
London Borough of Enfield has established a comprehensive software asset management (SAM) program, including a SAM team to manage software assets and compliance with software contracts and licenses. London Borough of Enfield will ensure compliance with contractual obligations and all applicable legislation.

Licenses used for Corporate Applications or Desktop Software are owned by London Borough of Enfield, not by the service departments or individual members of staff for whom the initial purchase was intended.

Any application not used for any rolling 3 month period, Corporate ICT reserves the right to remove the installation from any desktop device, the license for which will be recycled and held by Corporate IT for reallocation upon request by the organisation.

No installation of applications shall be carried out unless sufficient licenses exist, regardless if prior licenses have been procured.

Accountability
Accountability for London Borough of Enfield’s compliance with this policy rests with the Head of ICT. The Head of ICT will delegate an individual to act on his or her behalf, hereafter named the London Borough of Enfield’s software asset manager. All London Borough of Enfield employees, contractors and agency staff are responsible for their own compliance with this policy.

Roles and Responsibilities
The software asset manager will ensure compliance with this policy. If necessary, the software asset manager will be supported by local representatives, who are responsible on the software asset manager’s behalf for ensuring compliance in the respective London Borough of Enfield entities.

In their duties under this policy, the software asset manager and local representatives are independent of directions by the local management. The respective management within London Borough of Enfield will support the software asset manager and the local representatives in carrying out their duties.

Scope
This policy applies to all full-time and part-time employees, contractors and partners conducting business on behalf of London Borough of Enfield, as well as all legal entities, all operating locations in all countries and all business processes conducted by London Borough of Enfield. This policy includes joint ventures, including those where there is less than a 50% share by London Borough of Enfield where software purchases are made under London Borough of Enfield contracts.
**Policy Statement**

**Third-party software** — Software purchased from third parties is licensed, not owned. London Borough of Enfield will use such software in compliance with the contractual terms and conditions or End-User License Agreement (EULA). This includes business systems provided by third parties that are accessed via the Internet. Details of all software purchases and associated license terms and conditions are held in the SAM database, SNOW console. Software media is held and managed within the definitive software library (DSL) or appropriate secure electronic repository.

**Internally developed software** — London Borough of Enfield owns the rights to internally developed software, but may still be bound by terms and conditions relating to elements owned by third parties. It is therefore important that these are documented and any internally developed software is used in line with these terms and conditions. Details of all internally developed software and its associated usage terms and conditions are held in the SAM database. All software code is held and managed within the DSL.

**Procurement** — Software is purchased in line with London Borough of Enfield's Contract Procedure Rules, using standard procurement processes Corporate ICT purchase software on appropriate terms and conditions, and to establish the best licensing and pricing models possible. Corporate ICT should be engaged for all software contract negotiations.

**New product approval** — Software used within London Borough of Enfield must be approved for technical reasons by Corporate ICT (to ensure that it is fit for purpose and does not have a negative impact on other business applications), and from a commercial perspective, to ensure that the license terms and conditions allow it to be used within London Borough of Enfield in the way in which we need to use it. If the software you need to use is not available through the Online IT Helpdesk, please complete the "IT Request" document with your requirements and justification with the appropriate Business Solutions Architect.

**Deployment and installation** — Software must be deployed and installed by IT personnel only. Software is (where license terms permit) primarily deployed using our remote deployment tools. Local installations are an exception to process and must be carried out only by authorized members of Enfield IT or approved third parties overseen by Enfield IT. Software downloaded from the Internet or personal software purchased by end users cannot be installed outside of this process.

**Downloads** — The ability to download software is limited to authorized personnel only. Those individuals who have been given download rights must ensure that any software downloaded is appropriately licensed and managed in line with standard processes and Corporate IT are informed accordingly.

**Monitoring** — London Borough of Enfield uses tools for the detection and identification of software. This is to ensure that we have full visibility of all software installed and run within our organisation and can monitor compliance with license terms and conditions.

**Software audits** — Our software contracts generally include the right of the vendor to audit us in order to validate our compliance with the terms of the contract. All requests for audits should be escalated to the SAM team immediately, whether the approach is formal or informal.

**Development** — Development licenses may have different terms and conditions to standard product software. Developers are expected to ensure that they understand these terms and conditions and comply with them. Development software must be used only within designated development environments.
Enforcement  London Borough of Enfield takes compliance with software license terms and conditions seriously. Copyright is protected by criminal law in some jurisdictions, and breach of copyright is therefore considered gross misconduct. Any suspected incidence of breach of software copyright will be dealt with in accordance with London Borough of Enfield's disciplinary procedures.

Collaboration with Authorities  London Borough of Enfield will cooperate with the regulatory authorities of the United Kingdom. London Borough of Enfield will observe the authorities’ findings, provided that they have been rendered following due process of law.

Definitions
- Software Asset Management
- Software License Management
- Definitive Software Library
- License Re-harvesting
- License Compliance
- Actual License Position
- Effective License Position

Sources and References
Policies:
- Acceptable use policy
- Information security policy
- Contract Procedure Rules
- HR policy

Processes:
- IT change
- Disciplinary
- Software requisition
- Software decommissioning
- Software audit
- Internal audit

Standards and frameworks:
- ITIL V3
- ISO 19770-1
## Revision History

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<th>Approver</th>
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<td>20/01/13</td>
<td>1.0</td>
<td>ICTWP</td>
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<td>20/10/14</td>
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<td>27/09/17</td>
<td>3.1</td>
<td>IGB</td>
<td>General review for GDPR</td>
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<td>31/07/18</td>
<td>3.2</td>
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<td>3.4</td>
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<td>3.5</td>
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**Contact Us**  
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<tr>
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<th>Classification</th>
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<td>Steve Durbin</td>
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