



Policies and Procedures

**Policy Title: Office of Information
Technology
Hardware and Software Policy**

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Responsible Office: Office of Information Technology
Responsible Official: Associate Vice President & CIO of Information Technology

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Scope

The goal of this policy is to clearly outline appropriate hardware and software purchases, upgrades and installation for the University of New Haven.

Policy Statement

This policy is intended to govern the hardware, software and systems acquisition or system partnering processes for any and all University of New Haven technology initiatives. This includes services hosted partially or completely off site. This policy is applicable irrespective of the funding source. All hardware, software and system expenditures made with external funds (collaborative agreements, donations and/or grants) must follow the same policies and procedures as University funded procurements.

Reason for the Policy

The Office of Information Technology (OIT) has the overall strategic responsibility for information integrity, security and system integrations. The OIT also provides support for all such equipment, software and systems. Therefore it is essential that OIT be involved in all requests for software, hardware, systems and system partnering prior to acquisition.

The goal of the review process is to ensure that all hardware and software purchased is compatible with the University's environment, and to enhance cost efficiency of the University overall. This policy will improve operational efficiencies in the acquisition of hardware and software and the project planning, implementation and resource allocation.

The review process is intended to ensure:

- All hardware and software will operate effectively in the University environment;
- The most favorable pricing is received through consolidation of purchasing power;
- There is proper review of licensing agreements for all software;
- Clear expectations for maintenance, licensing, network connectivity, project deployment timeline, resources, etc., of all hardware and software;
- A budget or funding source has been identified for the purchase;
- Prospective purchasers are expected to work with Office of Information Technology (OIT) prior to completing the Purchase Requisition for the selected hardware and software.
- All affected departments understand their commitments during and post implementation.
- All affected data owners have sufficient input in how their information will be used.

The procedures outlined below have been developed jointly by OIT, Purchasing, and the Technology Leadership Council.

Definitions

Hardware

Hardware is the physical aspect of computers, telecommunications, and other devices. Hardware includes not only the computer proper but also the cables, connectors, power supply units, media equipment and peripheral devices such as the keyboard, mouse, audio speakers, and printers.

Software and Systems

Software is a general term for the various kinds of programs used to operate computers and related devices. Software is often divided into application software (programs that do work users are directly interested in) and system software (which includes operating

systems and any program that supports application software). Systems can be further defined as any combination of hardware and software, and include outsourced technology services.

Policy Sections

7200.1 Purchase Authorizations

Prior to purchasing any hardware, software or systems the requesting department must secure OIT approval by following the instructions listed in the associated procedure document, PR07200 Procedure for Acquiring Hardware, Software and Systems.

The OIT will assist all departments in the analysis of potential hardware, software and information systems in consideration of the overall strategic plans, policies, and budget of both the University and the OIT.

In the event that an academic or administrative department wishes to bring in vendors to demonstrate a system, it is essential that a member of the OIT be in attendance. Please contact the Office of the Associate Vice President for Information Technology and CIO to request OIT attendance.

Hardware, software and information technology systems are generally purchased directly through the OIT for use by departments. If an exception is necessary, all purchases must be reviewed and recommended by the OIT. If a purchase is made without review by the OIT, then IT will assume no responsibility for the installation, operation, or maintenance of that product or service.

Request for Proposals (RFP), Request for Information (RFI), or Invitations to BID (ITB) are issued by the Purchasing Department, but will be reviewed by the OIT before release of the document.

Any purchase of software that necessitates data interface with any University enterprise application must be approved by the Technology Leadership Council. It is the responsibility of all third parties hosting or processing university data to demonstrate compliance all appropriate regulations (e.g. FERPA) and security controls.

Services that accept electronic payments must be reviewed by the Business Office.

OIT reserves the right to deny a technology acquisition if:

- Adequate security controls cannot be demonstrated by a vendor.
- The university already possesses an existing system that sufficiently provides similar functionality as determined by the Technology Leadership Council.
- It is believed that the cost and effort to acquire, implement, and support the technology is considered too excessive.

7200.2 Technology Standardizations

The University benefits from maintaining, within reason, the practice of purchasing equipment according to standards determined by the Technology Leadership Council. Agreement by a purchaser to accept standardized hardware or software helps ensure the University receives the benefits of better pricing for technology and supplies and less administrative overhead. Benefits to the purchaser include competitive pricing, timely processing of requests, higher levels of support, less costly maintenance, and improved training.

Purchase of non-standard hardware or software is not prohibited. However, such purchases should be minimized as much as reasonably possible. The purchase of non-standard technology must be justified by the existence of special circumstances. Also, the purchaser of a non-standard technology must document the source of support for the hardware and/or software before the purchase will be approved. Department chairs/heads will be asked to approve any non-conforming purchases that will be made in spite of potential conflicts. Once completed, OIT must also approve the purchase so the procurement process can be initiated.

The OIT will evaluate purchase requests and will communicate to the requesting department the level of support that *will* be provided as part of the purchase approval process.

Hardware purchased with university funds must include appropriate warranty.

All equipment and software acquired by the university using university funds are property of University of New Haven.

7200.3 Copyright and License Agreements

It is the policy of the OIT to respect all computer software copyrights and to adhere to the terms of all software licenses to which the University is a party. University personnel may not duplicate any licensed software or related documentation for use either on the University of New Haven campus or elsewhere unless the University is expressly authorized to do so by fair use or by agreement with the licensor.

Unauthorized duplication of software may subject employees and/or the University to both civil and criminal penalties under the United States Copyright Act.

University personnel may use software on local area networks or on multiple machines only in accordance with applicable license agreements.

7200.4 Instructional and Textbook Software

It is the responsibility of the faculty and staff to inform the OIT about software bundled with textbooks. If the software is to be installed on the network, it must be removed from the network when the textbook is no longer in use.

For software that is to be used for classroom instruction, it is the responsibility of the department to inform OIT six months prior to the first day of class.

7200.5 Registration and Installation of Software

When software is purchased by the University, it must first be delivered to the OIT to complete registration and inventory requirements. The OIT is responsible for completing the registration card and returning it to the software publisher.

All new software purchases must be registered in the name of the University and department in which it will be used, not in the name of the individual user. Because of personnel turnover, software should never be registered in the name of the individual user.

The OIT will maintain a register of all of the University's software and shall keep a Library of software licenses. The register must contain:

- a) The date and source of software acquisition;

- b) The location of each installation as well as the serial number of the hardware on which each copy of the software is installed;
- c) The name of the authorized user;
- d) The existence and location of back-up copies;
- e) The software product's serial number;
- f) Information regarding license keys as appropriate.

After the registration requirements above have been met, network software will be installed by the OIT. All other supported software can be installed from the original media by the OIT on request.

Manuals, tutorials and other user materials will be provided to the user. A copy of the applicable license agreement will be provided to the user. Once installed, the original media will be kept in a safe storage area maintained by the OIT or the originals may be signed out through the OIT. Backup copies of software will be made available upon request.

University of New Haven computers are University assets and must be kept both software legal and virus free. Only legal, registered software may be used on University machines. University purchased software are University assets and must be installed properly to meet the requirements of all related contracts and license agreements.

Generally, the purchase of a single copy of software entitles the owner to use the software on a single machine at any given time. Before installing any University software on home computers, please check with the OIT. Some software may have provisions in their licensing agreements that require additional purchases for home computer use. Some software may not be eligible for home computer use under the existing license agreements.

Software acquired with personal funds or agreements cannot be installed on university systems or be used to process university data.

7200.6 Software and System Maintenance

Software can be purchased with maintenance or upgrade options. This allows the license holder to use updated versions of the product as it becomes available over the time specified in the agreement. As with renewals this should be factored into business and purchase decisions and details of all value added services should be recorded for future reference. Proof of ownership of the original base license is required to be retained to support all future upgrades. Note that most upgrades

and new versions are subject to the same terms as the original license, however some may not be. Therefore, care must be taken to record the basis on which upgrades are licensed.

Funds required for ongoing maintenance or upgrades are the responsibility of the requesting department unless other arrangements are established and agreed upon by both the University parties involved. A record of the agreement should be kept as part of the original purchase.

7200.7 Budget and Other Funding Sources

All software and hardware purchased with external funds (donations, grants, contracts and collaborative agreements) that will be installed on the University of New Haven network must follow the same policies and procedures as UNH software and hardware purchases.

7200.8 Policy Compliance

By failing to abide by this policy or policy procedures, individuals may be subject to sanctions, up to and including the loss of computer or network privileges, disciplinary action, suspension, termination of employment, dismissal from the University, and legal action.

Some violations may constitute criminal offenses under local, state, and federal laws. The University will carry out its responsibility to report such violations to the appropriate authorities.
