Mittuniversitetet
MID SWEDEN UNIVERSITY

Rules of procedure for:
Software Asset Management
(Licence Management)

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Decision-makers: Helena Wallskog

Responsible function: Department of Infrastructure

Administrator: Ann-Charlotte Staverfelt

Date of decision: 2023-06-22

Period of validity: From the date of decision and forward.

Last review: There is no procedure before.

Summary: This document describes Mid Sweden University's internal management of Software Asset Management (SAM) (licences). The management system creates a starting point for processes that help to create control of the licensing rules agreed between the organisation and the different manufacturers whose applications are used, and to strive for cost-effectiveness.

For the management of licenses at Mid Sweden University, see the administrative manager's decision n° MIUN 2023/1032.

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1 Introduction

Mid-university should be properly licensed and comply with the licensing rules we commit to use within the business.

The following documentation describes how Mid Sweden University should work with license management, to ensure compliance with regulations and to ensure that Mid Sweden University is properly licensed.

Decisions are available for Rules for license management - MIUN 2023/1032

2 Installation and control of software

Mid-university should be able to compile how many installed applications within the organisation require a license.

Snow filters out commercial applications that require a license. Filtering is done via an underlying service in the tool that identifies applications. Snow is available through a web portal. Access to the web portal is provided through the license officer, who controls which people/rolls have access to the information.

To ensure that Snow contains information about all license-intensive applications, it synchronises with Active Directory.
The goal is that 90 % of machines that have been logged in to AD last 90 days will be available in Snow. Validation is done with Snow's AD add-on.

Exceptions for machines not invented in Snow
- Non-networked instrument/lab computers
- Some testing systems
- Computers with Raspberry Pi
- Where the Snow Client is not possible to install

A list of machines approved as an exception can be found in the common file sharing space for license management — Computers excl. snowinvent.xlsx

Snow has built-in reports showing installed applications overall and per machine/user. Reports are used to follow up on license compliance as well as on demand from the organisation.

2.1   Installation of approved software

In order for Mid Sweden University to only install software approved by INFRA, purchases/requests/orders for software are received from users via the Service Portal. The case is handled by IT-Support who decides whether the case should be forwarded to the license control officer and any order, or if IT-Support can answer the case when the license is already available.

- If license purchase is made to personal computer, the case is forwarded to IT-Support for installation/configuration
- If the purchase of a license is made to computer/lecture halls, the matter is forwarded to client mangagering for installation/configuration
- If a license order is valid for a cloud service, the licensee submits the matter to the cloud service group, which checks whether the cloud service meets the requirements for cloud service

Through automatic reports from Snow, once/month, we can detect and track newly installed software.

If unapproved software is detected after verification in Snow, case is created for client management that via SCCM and JAMF uninstall the software.

On Mid Sweden University's website there is a list of software that is approved to order.

In order to prevent unauthorised software from being installed, users on PC computers must not be administrators on their computers.

Macs run due to the operating system, not to lock the administrator rights on.
Regarding installations on servers, the responsible technician for each server must contact the license manager and check if the license exists before installation takes place.

2.2   Installation of license-intensive software

Miduniversity should only install license-intensive software when it is confirmed that the right exists.

Ordering software for the client is received by the case management system, after the user's manager has approved the order. The license manager checks the license and user rules of the software to determine whether the software requires a license to be used. There is also a check on which license type Mid Sweden University has the right to use. If the right to use the software exists and if the software requires a license, check in Snow if there is any unused license to reuse. If not, an order is added to the license supply partner. Once a license is obtained, the installation can be carried out and the license is registered according to the routine in Snow.

Installation of software on server takes place after notified Change has been approved at the Infrastructure Department. The change notification includes a question whether a license is required for the change. The license manager checks the license and user rules of the software to determine whether the software requires a license to be used. There is also a check on which license type Mid Sweden University has the right to use. If the right to use the software exists and if the software requires a license, check in Snow if there is any unused license to reuse. If not, an order is added to the license supply partner. Once the license is obtained, installation can be carried out and the license registered according to the routine in Snow.

2.3   Control of applications

Mid-university should regularly check if there are applications that are no longer used where licenses can be reused.

The University measures the use of software through compliance reports. Twice a year, a check of unused applications will take place.

Snow measures the use of applications based on the start of the.exe file. Measurement is based on a period of 12 months. After 12 months, the application is listed as installed but not used.

After contact and approval by the user, unused software can be uninstalled either by manual uninstallation or via SCCM/Jamf.

When users at Mid Sweden University terminate their employment, the computer is returned. The computer is reinstalled so that only the basic installation remains on it, containing the operating system, Snowagent and Office 365, or the computer is forwarded to recovery. All licenses are deregistered from the computer.

3 Purchase of software licenses

3.1   Licenses from Authorised Suppliers

In order to ensure that the software purchased is correct, verified and complies with the Public Procurement Act (2016:1145) on public procurement, purchases must only be made from procured licensing partners or procured framework agreements. In exceptional cases, purchases can be made directly by the supplier where the license partner is unable to deliver and there is no framework agreement.
By using approved retailers, Miduniversity can demonstrate completed license purchases by making a cross reference to the retailer's invoice register.

Framework Agreement Atea License supply — procurement reference UH2019/70, Miuns registration number 2021/1498
Ocre Software One — Miuns registration number 2021/1692

When purchasing software without approval via INFRA, the user and his/her manager are informed of this. Invoice and license documentation are requested and the process is transferred to INFRA, so that the next license period is handled by INFRA.

In case of wrongly purchased license, INFRA takes over the process and examines the possibility of canceling the purchase. Regardless of whether the purchase can be cancelled or not, the correct license is purchased by INFRA and assigned to the user.

3.2   Storage of license certificates

Mid-university must store license certificates in an orderly manner so that it is easy to find for the parties involved.

License purchases to be saved in Snow License Manager
License agreements are stored in Snow License Manager and associated agreements

In order to demonstrate the correct purchase, the following is added when registering a license in Snow:
- Date of purchase
- Legal organisation
- Purchase price
- Invoice reference
- Application
- Agreement
- Number of
- Supplier
- Serial number/Licence key
- Documents — invoice, order documentation, license key

Own factors to associate with the purchase and to facilitate tracking, recorded in connection with license purchase in Snow:

- User
- Cost centre
- Accounting — KF 4 Projects
- Case number NSP

3.3   Checking of vacant licenses

Mid-university should always check if there are available licenses available before new ones are purchased.

When an internal order for software is made and the software requires a license, the responsible role shall check in Snow whether unused licenses exist. If available, the license shall be assigned to the user in Snow and an order for installation will be sent to IT-Support.

Licenses may be transferred between institutions and departments. Cost centers are not adjusted for perpetual licences in Snow when moving to another institution/department, in order to be able to follow the origin of the cost. Note is written about which new institution/department has taken over the license.
Some licenses are owned overall for all institutions and departments.

3.4   Balanced license ownership

Mid-university should work to have a balanced license.
Licenses that are owned and have ongoing maintenance shall be monitored and revised if there is a need to renew maintenance based on both current and possibly future needs.

3.5   Revision of owned license forms

Mid-university will regularly revise owned license forms.

To ensure that license rights are best optimised for the need for software used, owned license forms are revised. Primarily, revision takes place when maintenance/support is renewed or when the software application is to be upgraded and new license rights are acquired.

4 Compliance with licenses

Mid-university should have reports on license compliance available for roles with license responsibilities.

Snow measures the number of installations and licenses available and creates a report that shows compliance by manufacturer and application.
Prioritisation of manufacturers has been made on the basis of the following criteria:
- Risk assessment
- Number of licenses
- Cost

Compliance for category 1 takes place on a quarterly basis and for category 2 compliance is carried out on a semi-annual basis.

Prioritization of manufacturers:
Category 1
- Microsoft
- Adobe
- Fortinet
- VMware
- QSR — NVivo
- Clarivate Analytics — Endnote
- Stata Corp.

Category 2
- Other

Responsible for follow-up is the License Manager.

5 Roles and Responsibility

Mid-university should have a clear distribution of responsibilities for license management.

Overall responsibility for license management and compliance at Miduniversity lies in the role of License Manager.

License Manager is Ann-Charlotte Staverfelt, Infrastructure Department

Responsible for implementing the various processes referred to in the text:
Software installation — client management, IT-Support
Software inventory — License Manager
Purchase of licenses — License Manager
Cataloguing licenses — License Manager

6 Budget

The respective department/department shall fund their own license purchases, so Mid Sweden University can maintain proper license compliance and balanced license ownership.