CONTROL OF ICT HARDWARE AND SOFTWARE

This policy is available on-line at: www.tynecoast.ac.uk

- We will consider any request for this policy to be made available in an alternative format or language. Please note that the College may charge for this. Please contact: Director of IT.
- We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.
- All our policies are subject to equality impact assessments*. We are always keen to hear from anyone who wishes to contribute to these impact assessments. Please contact: Director of IT.

*Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
SEG	v.6	Oct 2020	Oct 2023	Director of IT

Equal Opportunities: Impact Assessed

Review: 3 years

POLICY NUMBER 13

POLICY ON THE CONTROL OF ICT HARDWARE AND SOFTWARE

1 Policy Statement

Tyne Coast College is committed to ensuring that the procurement, usage and disposal of IT hardware and software is in accordance with copyright legislation, licence agreement terms and conditions and waste equipment legislation.

2 Scope

This policy applies to all IT hardware, software and digital media purchased by the College, including, but not limited to:

- Personal Computers
- Servers
- Laptops
- Mobile phones
- Tablets (inc iPads)

For the purpose of this document software is considered to be executable files, screen savers, games and library files, this includes but is not limited to, exe, scr, msi, dll, ocx, bat, com and zip file types.

Digital media is defined as file formats used to transport or store audio or visual materials, this includes but is not limited to cda, wma, mp3, avi, vob, jpg, gif, png and mp2 file types.

Where any doubt exists to the whether a file should be classified as software or digital media IT Services should be contacted for advice.

3 Legislation

- Data Protection Act 2018
- Computer Misuse Act 1990
- Copyright Designs & Patents Act 1988
- Malicious Communication Act 1998

4 Responsibilities

Everyone has a responsibility to give full and active support for the policy by ensuring:

4.1 The policy is known, understood and implemented
4.2 Behaviour not in accord with the policy is challenged.
4.3 IT Services are alerted to the relocation or theft of hardware or software
4.4 All request for the purchase of IT hardware or software are directed to IT Services

Within this general responsibility there are some specific responsibilities:

4.5 The Director of IT, for the effective implementation of the policy.

5 Actions to Implement and Develop Policy

5.1 Purchase of Hardware, Digital Media & Software

The purchase of any IT hardware, digital media or software is the responsibility of IT Services. Any person or department wishing to make such a purchase should contact IT Services.

Where hardware or software has not been purchased through proper channels IT Services is under no obligation to allow such hardware to be connected to the network, or in the case of software, installed on College equipment.

All IT hardware and software should be delivered to IT Services.

5.2 Registration of Hardware and Software

All College owned IT hardware must be registered with IT Services. IT Services will then asset tag the hardware and record it on the IT asset database.

Records of all software purchases will be maintained by IT Services, software will be registered in the Microsoft Endpoint Manager database.

All new hardware will be examined by the IT Services department upon delivery. All computer systems will be wiped and installed with a standard College system build, any variations to this must be authorized by the Director of IT.

IT Services should be informed of the relocation, or reassignment, of all IT hardware.

5.3 Portable Computer Equipment

It is the responsibility of the user to ensure that any portable computer equipment owned by the College is connected to the network on a monthly basis, for the purpose of electronic audits and updates.

Failure to comply may result in the College requesting the return of the issued equipment.

5.4 Network Address

Users may not alter any network addresses allocated to equipment by IT Services.

5.5 Disposal of Hardware and Software

All IT hardware and software must be disposed of by IT Services. Disposal will only take place following authorization by the Director of IT or the Systems Manager (ICT).

Hardware disposal:

- All hardware will be disposed of in accordance with College policies and WEEE legislation.
- A WEEE licensed waste handler will be used for all hardware disposal.
- A record of the serial numbers of disposed equipment will be maintained by the Desktop Support Team Leader
- Storage media or devices suspected of containing confidential or sensitive data will be removed from hardware prior to disposal and stored in a secure location, or safely destroyed.
- Storage media or devices containing non-sensitive data will be erased prior to disposal of equipment, or a suitable contract will be put in place to have this service provided by a registered waste handler.

Software Disposal:

- Installation media will be either:
  - Returned to the publisher (where requested by the publisher).
  - Destroyed via a suitable procedure for the media involved.
- The software asset and license registers updated to indicate the software has been retired
- Electronic copies of the installation media (i.e. network install points) will be erased

5.6 Software Licensing Compliance

Only software and digital media authorised or supplied by IT Services may be installed on College owned equipment. Usage of all software and digital media must be in compliance with the terms and conditions of any associated license agreements.

Software or digital media will only be installed upon College equipment where evidence of the purchase of adequate licenses can be demonstrated to IT Services.

All media, documentation and license certificates will be retained by IT Services.

5.6.1 Software Installation & Removal

Only IT Services staff, or individuals authorised to do so by the Director of IT, may install, load or copy software or digital media onto College owned IT equipment.

Prior to installation confirmation shall be made by the individual installing the software that a valid licence exists. It must be ensured that the licence agreement permits use of the software for the purposes for which it is being installed; in particular care should be taken to ensure that:

- Software subject to a commercial or development license is not used to deliver training, unless permitted to do so by the licence agreement

- Software licensed for testing purposes, for example, beta versions, is not used in a “live” environment without written consent from the publisher
- Software licensed for educational or training purposes is not used for commercial or business support purposes

The installation or removal of software or digital media from any IT hardware should be reflected in the Endpoint Manager database. Updates should be carried out within a period of 14 working days, either through an automated process or a manual adjustment.

The transfer of Original Equipment Manufacturer (OEM) supplied software to another device is not permissible under any circumstances.

5.6.2 Freeware, Screensavers, Fonts and Games

The usage of freeware, screensavers, fonts and games is subject to a licence agreement. Therefore installation and usage of such software must be in accordance with the specific terms of its licence agreement and the general College policies on software installation and use.

Open Source Software (OSS) - The use of Open Source Software is encouraged within the College subject to the general policies on software installation and usage.

Freeware - The use of freeware is discouraged and should be only undertaken following consultation with the Director of IT.

Screensavers - The installation of screensavers is not permitted unless the screensaver in question serves a clear educational or business benefit.

Fonts – The installation of additional fonts will be considered by IT Services subject to a suitable license agreement. Furthermore fonts should not be “copied” between computers.

Games – The installation of games is not permitted unless they have been purchased by the College.

5.6.3 Audit, Monitoring and Reconciliation

Regular audits of software installed on College IT hardware will be carried out for the purpose of software licence compliance assessment.

Reconciliation of audit and licence data will be performed following each audit. Immediate action will be taken to rectify any discrepancies, which may result in:

- Removal of installed software to reduce installations to licensed level
- Purchase of additional licences

If it is believed that a breach of the policy on the Acceptable Use of IT has occurred further action as described in that policy may be pursued.

5.7 Media Backups

Backup copies of all installation media will be maintained by IT Services in accordance with licence agreement terms and conditions.

5.8 Disaster Recovery

The installation of software upon hot, warm or cold disaster recovery (DR) systems will be in accordance with licence agreement conditions. Where a product is required to be separately licensed for DR installations an appropriate licence will be obtained.

In accordance with the "Backup and Recovery Policy and Procedure" DR systems will only be used for disaster recovery, or the testing of disaster recovery procedures.

5 Monitoring & Evaluation

The Director of IT will monitor and evaluate the policy.

6 Related Policies

- Acceptable Use of Information and Communications Technologies
- Information Security Policy
- Data Protection Policy
- IT Services Standard Operating procedures
- Disciplinary Policy