



SOFTWARE LICENCE MONITORING PROCEDURE

Contact officer:	Director, Information Technology Services
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1. PURPOSE AND OBJECTIVES

Procedures for monitoring and managing software licenses on university computer assets. The university uses a software asset management system to monitor the validity of licenses and collect usage statistics. Compliance and usage reports are used for follow-up action. The university requires the purchase of required licenses and removes illegal software.

2. AUDIENCE AND APPLICATION

Bond University Staff and Students

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
ITS Procurement	Ensure software licensed appropriately for the university and arrange any purchase and/or renewals in conjunction with Faculty/Offices wishing to purchase
End Device Services	Packaging and installation of software onto Bond computing devices as required
All staff	Adherence to policies and procedures related to software licensing and usage compliance

4. THE PROCEDURE

- 4.1. Information Technology Services uses a software asset management system to monitor all university computer assets. A monitoring agent is installed on each computer asset. The agent runs seamlessly in the background and collects data about installed software.
- 4.2. The software asset management system and the monitoring system is used to verify the validity of [licenses](#) for installed software, including computer or user quantities. The monitoring process also collects software usage statistics based on the number of times each application is executed/run. This information enables Information Technology Services to apply the most appropriate and cost-effective licensing models and recover unused licenses.
- 4.3. Licence compliance and usage reports can be extracted from monitoring data on an ongoing basis to enable follow up action. No follow up action is taken for [Trial Software](#) or free to use [Open Source Software](#) as defined in the Authorised Software Policy.
- 4.4. Where compliance issues are reported, Information Technology Services will enter into a dialogue with the person to whom the computer asset is assigned. If required, the Faculty/Office will be requested to provide the funds to purchase the required licence(s) through Information Technology Services.
- 4.5. If the Faculty/Office does not wish to provide funds for the purchase of the required licence(s) the software in question will be removed by Information Technology Services within a timeframe negotiated with the head of the relevant Faculty/Office.
- 4.6. Where a licence is held by virtue of research collaboration, for example, or the Faculty/Office can otherwise establish the legitimate right to use, a brief statement to that effect, with adequate evidence, must be provided to Information Technology Services within a timeframe negotiated with the head of the relevant Faculty/Office.
- 4.7. If [Illegal Software](#) is reported, Information Technology Services will enter into a dialogue with the person to whom the computer asset is assigned, to make sure that the software is indeed illegal. If it is determined that the software is in fact legal, details will be recorded in the Asset Register. If not, alternatives will be discussed such as acquiring an appropriate licence and having the Illegal Software removed.

4.8. Information Technology Services will periodically send a reminder about the continuous monitoring process to all [Authorised Users](#) of university computer assets. (This will be done in conjunction with the reminder about obligations as per 4.1.3 of the Authorised Software Policy).

5. DEFINITIONS, TERMS, ACRONYMS

Authorised Software	Software that is being operated under duly acquired licence terms and conditions and in accord with University aims and objectives. It includes: <ul style="list-style-type: none"> ▪ Commercial software ▪ Educational and research software acquired by offices and faculties for research and teaching Public domain software (e.g. The Apache Foundation) ▪ Software as a Service (SaaS) Cloud applications ▪ Vendor software provided free for use by education and research institutions subject to non-commercialisation use or commercialisation constraints.
Authorised Users	Employees, contractors, consultants, temporary staff, students, and other workers at the University, including all personnel affiliated through third parties.
Faculty	For the purposes of this policy, all faculties, and Bond Business School, Transformation CoLab, and Bond University College
Illegal Software	Software that is copied or used outside the terms of the software license. Such actions are illegal under the Commonwealth Copyright Act and carry high penalties.
License	The right to use the software granted by the licensor to the licensee under the conditions of the agreement.
Open Source Software	Software that is licensed with a copyright licence compliant with the Open Source Definition (OSD), distributed with its source code in a human readable format, developed in an open and collaborative way by groups of developers. http://www.opensource.org/docs/osd
Trial Software	Software offered for use with the intention that the user will trial the software for suitability and then purchase or cease using the software and remove it from the computer.

6. RELATED DOCUMENTS

[Authorised Software Policy](#)

[Procurement Policy](#)

[ICT Acceptable Use Policy](#)

[Copyright Compliance Policy](#)

[Social Media Policy](#)

Asset Acquisition, Recording & Control (including Stocktaking) & Disposal Procedures (in [Fixed Assets Policy](#))

[ITS Request Software for a Bond University Computer](#)

7. MODIFICATION HISTORY

Date	Sections	Source	Details
30 May 2023			V1.2 Change to online Submission Form and processes
10 May 2022			V 1.1 Policy (TEC 1.10) converted to this Procedure
14 March 2022			V 1 Moved procedural elements to separate procedure