

Software Asset Management Directive

Technology Support and Operations Division, Business Technology Operations Branch

Version: 1.0

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| Approved by: ADM/CIO, Technology Support and Operations | Owner: Executive Director, Business Technology Operations Branch | |
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| Contact: GOA.LicenseCompliance@gov.ab.ca | Policy Instrument type: Directive | |

Directive Statement

This directive defines the obligations for all Government of Alberta staff with regards to the management of software assets.

Authority

This directive is issued under the authority of the [GoA Information Management and Technology Policy](#).

Application and Scope

This directive applies to all departments defined under section 14 of Schedule 11 of the *Government Organization Act* and agencies, boards, and commissions as defined in schedule 1 of the [Freedom of Information and Protection of Privacy Regulation](#) except those that do not make use of Government of Alberta computing services.

Agencies, boards, and commissions that are not contained within schedule 1 of the Freedom of Information and Protection of Privacy Regulation are encouraged to align with this directive.

All software installed on GoA assets including those supplied by cloud providers are within the scope of this directive.

Directive Description

This directive details the software management obligations for all Government of Alberta staff (which includes, but is not limited to, employees, contractors, volunteers, appointees, interns, and students working with a public body) when utilizing software assets.

Directive Specification

1. Government of Alberta staff are accountable for all software assets that they use (which includes, but is not limited to, licensed software, open-source software, freeware, trial software and cloud/subscription software).
2. Software titles, license entitlements, and license assignments will be regularly reviewed and updated. Titles, license entitlements, and license assignments may be added, replaced, or removed without replacement in order to meet the policy objectives. Staff will be notified and have a reasonable timeframe to respond before changes are made.
3. Elevated accounts provide Government of Alberta staff with privileges to modify software assets using their own discretion. Owners of these accounts will have an increased accountability to ensure software assets are properly managed. Improperly managed software assets may result in elevated privileges being revoked.
4. A coordinated and centralized approach will be utilized for maintaining software titles, license entitlements, and license assignments in order to meet the policy objectives.
5. Software assets will be managed to ensure compliance with all applicable GoA standards, policies, and directives; all contractual obligations; and the licensing terms and conditions as set out by the manufacturer (e.g., End User License Agreements (EULA)).

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6. Metrics will be utilized (and amended as needed) to identify software assets with a status of Inactivity, Low Usage, or End of Life. The metrics will determine the threshold at which a software title may be removed from a user or computer and reassigned to another user or computer, decommissioned, or and kept unassigned and available for future use.
7. Software Assets may be removed, replaced, or reassigned from computers and devices by the Service Alberta Software License Compliance team in order to achieve the best overall usage and realized value for the Government of Alberta.
8. Changes to license assignments made under this directive will be governed via change management processes to ensure effective controls, timeframe and traceability. Standardized methods will be used in order to minimize re-work and the impact of any change.
9. Software assets should only be acquired when a suitable alternative does not meet mandatory requirements. The use of currently available software assets will be preferred over new acquisitions. Familiarity or personal preference will not influence decisions to acquire new software assets.
10. Service Alberta will report cost savings realized through software license reclamation and redeployment. Reporting will provide visibility of software asset management program.

Definitions

End of Life — the point in time, during a product lifecycle where the vendor is no longer marketing, selling and/or producing updates (as part of standard support). End of Life software is often version specific, where version 1.x is end of life and version 2.x is actively supported.

Inactivity — a license assignment that is not actively being used. The threshold may vary for different products, but a general rule would be license not used in 6+ months.

License assignment — designation of a license entitlement to specific person or resource.

License entitlement — a right to use, access or consume an application or resource.

Low usage — a license assignment where the frequency of use is well below the standard for that product. For example, a MS Project license that is used for a few minutes every 2 months. The threshold may vary for different products.

Compliance

Consequences of non-compliance with this directive could result in the loss of information, damage to Government of Alberta's reputation, exposure of Albertans to harm and/or incurrence of unnecessary costs (including the risk of not being able to respond appropriately to a claim in court). Depending on the severity of non-compliance:

- either informal or formal requests and/or follow-ups may be made by Technology Support and Operations Division, Corporate Internal Audit Services, Cybersecurity Services, Office of the Auditor General, Office of the Information Privacy Commissioner, and/or Public Service Commission, and
- Legislated disciplinary action (i.e., *Public Service Act*) may be taken.

Contact

For software licensing support, please contact Service Alberta Software License Compliance (GOA.LicenseCompliance@gov.ab.ca).