

Software Policy For All Rogers Communications Centre Lab Machines

Purpose Of Policy

The purpose of this policy is to outline the procedure for the installation of software on all machines that the Rogers Communications Centre support staff is responsible to maintain. While the Rogers Communications Centre may not be the departmental “owner” of the machines that this policy covers, if Rogers Centre staff is expected to maintain or upgrade the computer than the policy applies. If the client schools are not fully compliant with this policy than the Rogers Communications Centre will withdraw all support of any machines in question for obvious legal reasons.

It should be noted that the installation of software falls amongst two groups in the Rogers Communications Centre. The split between the groups is determined by the intended use of the computer and the hardware configuration attached to it. In a nutshell computer labs, administrative computers and backend servers are the responsibility of the Computer Systems Technology Group. When computers have been specifically altered or equipped to operate as a higher end Audio or Video workstation or are located as part of a fixed production studio the responsibility falls into the Media Systems Technology Group who are specialized in the practice and technology associated with higher end media production. It should be noted within this statement that the control of software licensing and its application on lab based computers falls solely on the Lead, Windows NT Server Specialist found within the Computer Systems Technology Group. This occurs to streamline software licensing administration within the Rogers Communications Centre.

Working Guidelines For Policy

The software policy works under the following guiding principles and is administered based on these policy elements;

1. All software must be legally licensed that is placed and operates on all desktop, laptop, lab-based and Ryerson owned servers and computers in the Rogers Communications Centre. This is a legal requirement as outlined under Canadian law.
2. All of the original software media and copies of all licensing agreements is to be administered from a secure vault and the administrative files overseen by the Lead Windows NT and Server Specialist. This allows for the safe storage of software and to ensure its availability to the technical staff in the case where a technical malfunction requires a re-install of the software.
3. The Lead Windows NT and Server Specialist is required to maintain a list of currently licensed software to which each computer is bound. Any additions to that list must be approved by the Program Director, Operations and Technology in the Rogers Communications Centre. Academics may contact the Lead Windows

NT and Server Specialist directly to better understand the terms under which we use software in the RCC and what software is bound to a particular computer.

4. Administrative control (this includes all related passwords) of all computers that are expected to be maintained by RCC staff is granted exclusively to them. Administrative control is the only control that allows for the staff to be responsible for the software that is installed on the computers. With that firm administrative control software cannot be altered, removed or destroyed by the unauthorized loading of software onto machines. While a firm condition for service this ensures multiple use labs will operate under for a variety of users as required by the academic environment.
5. Demo and trial versions of software are permitted and will be loaded (following the appropriate request procedure) by the RCC staff as long as;
 - a. The dates relating to the end of the trial period are strictly adhered to
 - b. The software is fully erased from the computer should purchase be required on its expiry date.
 - c. It's requested only once in a calendar year.
6. Special licensing arrangements for software usage will only occur when the appropriate letter is received in the RCC addressed to the Program Director, Operations and Technology from someone who is an officer in the company that holds the license of the software and its terms of usage are clearly spelled out.
7. In the application of this policy it must be noted that the RCC staff is not expected to be or act as a police force. Since it falls upon them to fully administer lab computers than the points outlined in this document are the only way that they maintain the computers and can be responsible for installed software in the labs.
8. Any unlicensed software found on an employee's computer (such as a staff or faculty members desktop machine) is the responsibility of the particular employee to whom the computer is assigned. Citing historic University freedom practice, the RCC does not audit employee machines and will not put itself in a position to do so unless directed by a policy of the University. In practice this means that if staff or faculty are caught operating with an illegal copy of software on their office desktop computer then they, not the RCC staff, are responsible for any actions that the legal community or University may take.