

 PA TURNPIKE COMMISSION POLICY <i>This is a statement of official Pennsylvania Turnpike Policy</i>		NUMBER: 8.05 APPROVAL DATE: 10-18-2011 EFFECTIVE DATE: 11-02-2011 REVISED DATE: 10-03-2011
POLICY SUBJECT: Licensed Software Use	RESPONSIBLE DEPARTMENT: Information Technology	

A. PURPOSE:

The Pennsylvania Turnpike Commission (PTC) licenses the use of computer software from a variety of software vendors. Such software is normally copyrighted by the software developer and, unless expressly authorized to do so, the PTC has no right to make copies of the software except for backup or archival purposes. The purpose of this policy is to prevent copyright infringement and to protect the integrity and productivity of the PTC's computer environment.

B. SCOPE:

This policy applies to all members of the PTC workforce, including full-time, temporary, supplemental, summer, and contract employees, independent consultants, visitors or other agents who operate any PTC owned end user computing or communication device including, but not limited to, desktops, workstations, laptops and smart-phones.

C. GENERAL POLICY:

It is the policy of the PTC to respect all computer software copyrights and to adhere to the terms of all software licenses to which the Commission is a party. The Chief Information Officer or his designee is charged with the responsibility for monitoring compliance with the policy.

PTC employees may not duplicate any licensed software or related documentation unless the PTC is expressly authorized to do so by agreement with the licensor. Unauthorized duplication of software may subject employees or the PTC to civil and criminal penalties under the United States Copyright Act. Anyone found copying software other than for backup purposes is subject to disciplinary action up to and including termination.

Employees may not give software to any outsiders including: clients, contractors, customers, and others.

PTC employees may use software on information systems only in accordance with applicable license agreements and they are obligated to comply with the terms described under 8.1 Electronic Communication Acceptable Use Policy.

The PTC's computers are company assets and must be kept both software legal and virus free. Only software purchased through the procedures outlined below and installed the IT technicians may be used on PTC computer assets. Employees are not permitted to bring software from home and load it on PTC computers or run it from auxiliary drives.

PTC owned software cannot be taken home and loaded on an employee's home computer. In special circumstances, PTC management may authorize the loading of PTC owned software on non-PTC computers as long as the licenses are properly paid and recorded.

Under no circumstances are those persons in the scope of this policy to download, install, copy, access, execute or otherwise employ any of the following: Illegal software or programs, Unlicensed software, Unapproved or unlicensed operating systems, Pirated software, Software purchased for personal or home use.

D. DEFINITIONS:

Standard Software. The Information Technology (IT) Department has established software standards for the desktop environment to control integration with custom applications, to maintain acceptable levels of support, and to minimized training requirements. The standard software, tools and utilities are published on the PTC Intranet in the Information Technology Department Technology Infrastructure Desktop Operations Section. Updates and patches are applied to these standards as appropriate. Unless an extraordinary need exists, no competing software shall replace the established software standard.

Exception Software. Exception software is used primarily by a person or work unit to perform tasks that cannot be accomplished by use of the standard suite of software. The majority of this software will be loaded directly to the employee's hard drive by an IT technician without alteration to the hardware or existing software.

Shareware/Freeware. Shareware software is copyrighted software that is distributed freely through the Internet. It is the policy of the PTC to pay shareware authors the fee they request for use of their products. The acquisition and installation of shareware/freeware products should be handled the same way as commercial software products.

Employee. In the context of this document, employee means everyone listed in the Scope section of the policy.

E. PROCEDURES:

Employee Orientation/Awareness. New PTC employees shall be made aware of this policy by the Human Resources Department.

Acquisition of Software. To purchase or evaluate software, employees must follow the IT Request procedure. The request is reviewed by the Information Technology Department to ensure that the software is compatible with existing PTC standards and systems and that it can be maintained and supported. All software acquired by the PTC must be purchased

through the Purchasing Department or another approved method. Software acquisition channels are restricted to ensure that the PTC has a complete record of all software purchased for PTC computers and to evaluate, support and upgrade such software accordingly.

Installation of Software. Software may be installed or reinstalled electronically by IT technical staff using approved distribution tools. Manual installation or reinstallation of software must be performed by IT technical staff after approved by the IT Request or Service Call procedure. IT technical staff may install specialized software tools to resolve Service Desk tickets or for software research and testing. Original software media shall be kept in a safe storage area maintained by Information Technology. Manuals, tutorials and other user materials are generally available online. Additional training may be requested through the IT Request procedure.

Periodic Audits. Electronic client machine audits are conducted regularly or periodically to ensure that the PTC is complying with all software licenses. During an audit, the PTC will search for unauthorized software and eliminate any that is found. The software will be uninstalled electronically if possible without notification or by a qualified IT technician. Either process may result in the employee's computer being re-imaged. The violation will be reported to the employee's supervisor and the Chief Information Officer. If requested, users must surrender in a timely manner software licenses, software disks, CD-ROMs and DVDs and other software and application materials deemed out of compliance with this policy and discontinue its use.

Reports of Suspected Violations. Any employee who determines that there may be a misuse of software within the PTC shall notify their department manager, the Inspector General or legal department.

This Policy Letter supersedes all previous Policy Letters on this subject.