

Software Licensing, Acquisition & Support

Policy Number	2.023
Policy Function	Leadership and Management
Issue Date	12 March 2018
Summary	JH&FMHN recognises the responsibility to ensure a standard is set for purchasing new Information Technology (IT) software and/or undertaking enhancements, development and upgrades to existing systems. This policy sets out guidelines for requesting software and/or changes to existing systems.
Responsible Officer	Executive Director Corporate Services
Applicable Sites	<input checked="" type="checkbox"/> Administration Centres <input checked="" type="checkbox"/> Community Sites (e.g. Court Liaison Service, Community Integration Team, etc.) <input checked="" type="checkbox"/> Health Centres (Adult Correctional Centres or Police Cells) <input checked="" type="checkbox"/> Health Centres (Juvenile Justice Centres) <input checked="" type="checkbox"/> Long Bay Hospital <input checked="" type="checkbox"/> Forensic Hospital
Previous Issue(s)	Policy 2.023 (Dec 2013)
Change Summary	<ul style="list-style-type: none">• Minor word changes along with updated policy links.
TRIM Reference	POLJH/2023
Authorised by	Chief Executive, Justice Health & Forensic Mental Health Network

1. Preface

Justice Health and Forensic Mental Health Network (JH&FMHN) recognises the responsibility to ensure a standard is set and maintained for the purchasing, licensing, management, and maintenance of IT software resources. This policy sets out guidelines for requests to purchase software resources and database applications, including web based hosted systems by an authorised employee, contractor or other authorised representative. Requests should consider resourcing impacts from both Information and Communication Technology (ICT) and within requesting departments for ongoing system administration and maintenance. The policy defines JH&FMHN Core & Non-Core Software attributes and Enterprise & Non-Enterprise Databases within [section 4](#) of this policy document.

All requests for software and or database applications require analysis by the ICT Department to ensure:

- Compliance with NSW Ministry of Health standards and state-wide systems
- Compatibility with existing systems
- No duplication of services
- Cost effectiveness and sustainability (capital and recurrent)
- Support, maintenance and system administration roles and responsibilities are defined where applicable
- Implementation planning and time frames are achievable

Exclusions

Microsoft Access and Microsoft Excel are excluded from consideration as both systems are unsupported and deemed inappropriate for use as enterprise database systems. While existing legacy systems remain supported, new requests relying on these technologies will not be endorsed.

2. Policy Content

2.1 Mandatory Requirements

ICT engagement, purchasing, and licensing guidelines have been established by JH&FMHN to ensure that software responsibilities are met and managed in a timely manner. JH&FMHN will not install or maintain software unless it has been obtained in accordance with this policy. Authority to purchase is governed by JH&FMHN policy [2.022 Delegations Authority](#) and policy [2.150 Purchasing](#). Technology related items may be approved and ordered according to the delegated authority assigned in these policies. All technology related purchases are subject to review and approval by the Chief Information Officer (CIO) in order to ensure compliance with JH&FMHN technology standards and NSW Ministry of Health policy directive [PD2010 047 Standard Technology Product Acquisition](#).

2.2 Implementation – Roles & Responsibilities

Chief Information Officer (CIO) is primarily responsible for:

- Authorising all software purchasing, development, and upgrade requests including contractual arrangements as required.

- Determination of Core and Non-Core Software, and Enterprise and Non Enterprise Databases.
- Ensuring appropriate ICT resources are available to support implementations and ongoing support and maintenance activities. This includes human, financial and infrastructure availability and sustainability.
- Following up any outstanding invoices and responding to queries from all parties, including eHealth and vendors, in relation to implementation stages and payment.

Manager, IT Support (MIS) is primarily responsible for:

- Management of the internal ICT purchasing process.
- Assisting JH&FMHN staff with questions in relation to software purchasing and development and licensing.
- Assessing security requirements and risk impacts in conjunction with subject matter experts where required.
- Engaging with level 3 delegate or above and the CIO for escalation.

Data Custodian is primarily responsible for:

- Department or directorate primary contact and lead role for liaison with ICT and vendors to coordinate planning and implementation.
- Determining and administering security access levels for system users.
- Determining ongoing support and maintenance requirements such as vendor support agreements and service level agreements.
- System administration tasks as agreed with ICT.
- Determining requirements for system enhancements and liaison with vendors as required.
- End user training, tip sheets and communication.

3. Procedure Content

3.1 Acquisition Procedure and Licensing for Core Software

- Access and licensing of core software that is presently in use at JH&FMHN is requested via the [ICT Procurement Portal](#). Managers must submit requests via the [ICT Procurement Portal](#) to designate appropriate software to employees. Please refer to flowchart in [section 6.1](#) of this policy document.
- Departments seeking access to software that is not presently in use at JH&FMHN but which they deem to be “core” should contact the MIS for advice.
- Should further discussion be required to determine if the software is “core”, the MIS will engage with the Department Manager and the CIO.
- Subject to approval, via a briefing note to the CIO from a level 3 delegate or Executive Director, the MIS will coordinate system testing as required.
- Funding requirements for licencing and any other associated additional costs must be identified and approved by a level 3 delegate or above and the CIO, prior to the commencement of purchasing in accordance with the JH&FMHN policies [2.022 Delegations Authority](#) and [2.150 Purchasing](#).

- Post funding agreement an approved brief is to be sent to the ICT Service Desk for processing and ordering of the approved licenses / core software.
- Installation will be managed centrally by ICT.
- Ongoing licencing and software distribution will be managed by ICT.

3.2 Acquisition Procedure and Licensing for Non-Core Software

- Departments seeking to purchase non-core software must contact the MIS for advice before initiating purchase. The MIS is authorised to reject requests that do not comply with standards and/or cannot be sustained or supported within the Enterprise ICT environment due to compatibility issues. The MIS may recommend alternatives that are more closely aligned with the ICT infrastructure. Please refer to flowchart in [section 6.2](#) of this policy document.
- Should further discussion be required to determine if the software is non-core, the MIS will engage with the Department Manager and the CIO.
- Subject to the approval, via a briefing note to the CIO\IT Steering Committee from the requesting level 3 delegate or above, the MIS will coordinate system testing as required.
- Funding requirements for licencing and any other associated additional costs must be identified and signed off by the level 3 delegate or above and the CIO, prior to the commencement of purchasing in accordance with JH&FMHN policies [2.022 Delegations Authority](#) and [2.150 Purchasing](#).
- Post funding agreement an approved brief is to be sent to the ICT Service Desk for processing and ordering of the approved licences / non-core software.
- Installation will be managed centrally by ICT.
- Ongoing licencing and software distribution will be managed by ICT in conjunction with the specific Department Manager or nominated representative. Notification will be provided each year (or as required) by ICT of invoices to be paid for subscription renewal etc.
- Version upgrades for Non-Core software will be negotiated on a case by case basis.

3.3 Acquisition Procedure and Licensing for Enterprise Database

- Acquisition of an enterprise database that is presently in use at JH&FMHN is requested via the [ICT Procurement Portal](#). Managers must submit requests via the [ICT Procurement Portal](#) to designate appropriate software to employees.
- Departments seeking access to software that is not presently in use at JH&FMHN but which they deem to be “enterprise” must contact the MIS for advice.
- Should further discussion be required to determine if the database is “enterprise”, the MIS will engage with the Department Manager and the CIO.
- A briefing note to the CIO\IT Steering Committee from the requesting level 3 delegate or above outlining the requirements, costs, data custodian roles and responsibilities and funding must be submitted for determination.
- Subject to approval the MIS will coordinate access to ICT resources and/or system testing as required.

- Funding requirements for licencing and any other associated additional costs must be identified and approved by the level 3 delegate or above and the CIO, prior to the commencement of purchasing in accordance with the JH&FMHN policies [2.022 Delegations Authority](#) and [2.150 Purchasing](#).
- Post funding agreement an approved brief is to be sent to the ICT Service Desk for processing and ordering of the approved licenses / enterprise database.
- Installation will be managed centrally by ICT.
- Ongoing licencing and software distribution will be managed by ICT.

3.4 Acquisition Procedure and Licensing for Non-Enterprise Database

- Departments seeking to purchase and/or develop a non-enterprise database must contact the MIS for advice before initiating purchase.
- Should further discussion be required to determine if the software is non-enterprise, the MIS will engage with the level 3 delegate or above and the CIO.
- A briefing note to the CIO\IT Steering Committee from the requesting level 3 delegate or above outlining the requirements, costs, data custodian roles and responsibilities and funding must be submitted for determination.
- Subject to approval the MIS will coordinate access to ICT resources and/or system testing as required.
- Funding requirements for licencing and any other associated additional costs must be identified and signed off by the level 3 delegate or above and the CIO, prior to the commencement of purchasing in accordance with the JH&FMHN policies [2.022 Delegations Authority](#) and [2.150 Purchasing](#).
- Post funding agreement an approved brief is to be sent to the ICT Service Desk for processing and ordering of the approved licenses / enterprise database.
- ICT will enter details in the Asset Database on arrival of software at JH&FMHN.
- Installation will be managed centrally by ICT.
- Ongoing licencing and software distribution will be managed by ICT in conjunction with the specific Department Manager or nominated representative. Notification will be provided each year (or as required) by ICT of invoices to be paid for subscription renewal.

3.5 Media

- To avoid departments having to purchase their own media for core applications, ICT will purchase (if not already owned) the media so the requesting department only needs to purchase the licence. This is commonly applicable to Microsoft or Adobe applications. ICT maintains a collection of Microsoft media in addition to select Adobe media.

3.6 General Considerations

- Software and database applications purchased, developed or funded by departments of JH&FMHN are the property of JH&FMHN.
- Data custodians are responsible for ensuring that data is stored, analysed, used and released in accordance with relevant policies and procedures.

- Data custodians and department managers will work in coordination with ICT on vendor engagement, software development and modification.

4. Definitions

Core Software

Core software refers to software applications already approved and in use within the organisation or within other NSW Ministry of Health jurisdictions. ICT manage the acquisition, installation, rollout and licencing for all core software applications at JH&FMHN. Core software attributes include:

- Software that is accessed and used in multiple departments
- Software that is used to support direct patient care
- Software which provides organisational wide automation

Non-Core Software

Non-Core software refers to software applications which are new to the organisation and/or unique to other NSW Ministry of Health jurisdictions. ICT manage the acquisition, installation, rollout and licencing for all non-core software applications at JH&FMHN. Non-Core software attributes include:

- Software required in 1-2 departments only
- Software not required for direct patient care

Enterprise Database

ICT manage the acquisition, installation, rollout and licencing for a number of enterprise database applications at JH&FMHN e.g. iPM and HPRM. Enterprise database attributes include:

- Database is an organisational wide solution which services multiple departments
- Database is involved in direct patient care
- Database provides organisational wide benefit
- Database is allowable under the NSW Ministry of Health [PD2010_047](#) *Standard Technology Product Acquisition*
- Database is to have a departmental custodian or owner

Non-Enterprise Database

ICT manage the acquisition, installation, and rollout and licencing of non-core software. Non-Enterprise database attributes include:

- Database required in 1-2 departments only
- Database not required for direct patient care
- Version upgrades for non-enterprise database will be negotiated on a case by case basis
- Database is allowable under the Ministry of Health's ICT Infrastructure Standard Products Compliance and Acquisition Guide
- Database is to have a departmental custodian or owner

5. Legislation and Related Documents

NSW Ministry of Health Policy Directives

- [PD2013_033](#) *Electronic Information Security Policy - NSW Health*
- [PD2009_076](#) *Communications - Use & Management of Misuse of NSW Health Communications Systems*
- [PD2010_047](#) *Standard Technology Product Acquisition*

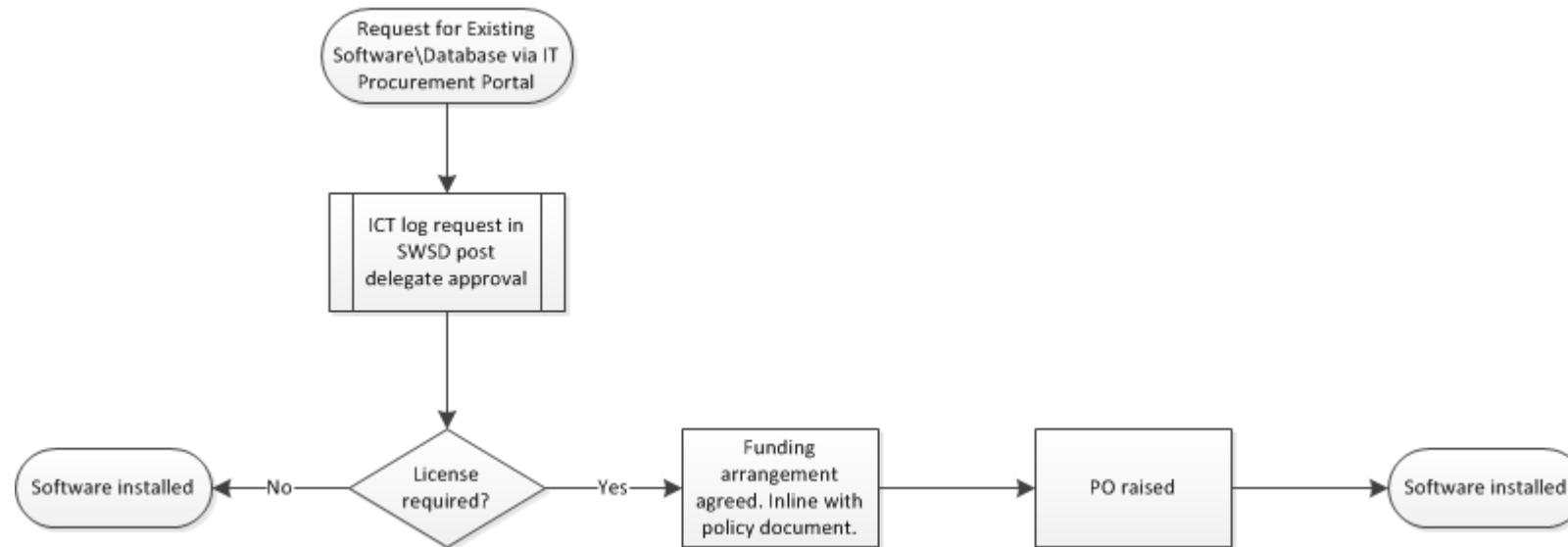
JH&FMHN Policies and Forms

- [2.002](#) *Acceptable use of communication systems*
- [2.022](#) *Delegations Authority*
- [2.150](#) *Purchasing*

[ICT Procurement Portal](#)

6. Workflow Overview

6.1 Acquisition of Existing Software and or Database



6.2 Acquisition of New Software and or Database

