

BBC Corporate Policy

BBC Software Policy

Effective from:

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Owner's department: Technology Operations

Contact details for queries:

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Version control:1.10

'One minute' policy summary

Purpose & Scope:

The purpose of this policy is to ensure that the BBC meets its legal and contractual obligations, obtains good value for money, and operates effectively and securely in the licensing, purchasing and management of software.

This policy applies to all users of all software within or used by the BBC, without exception.

Target Audience:

The policy should also be adhered to by all staff (including Partner organisations); as well as third parties who are involved in the specification, installation, and maintenance of software and/or devices used for corporate purposes.

Impact on risk:

The BBC Software Policy assists in the control of software on the BBC estate and reduces risks in the following areas:

- Legal, Contractual & Brand Identity – by ensuring that BBC only purchases and utilises:
 - Software which is appropriate for BBC use
 - Software we are entitled to use, in accordance with the terms and conditions of the software and copyright law.
- Financial:
 - Only authorised software is procured; and procurement records are accurate and available
 - Reducing the probability and impact of a software vendor audit
 - Allowing for the reuse of software licences
 - Reducing the proliferation of multiple software products which provide the same functionality
- Security, Data Protection:
 - Only approved software is installed or used
 - Obsolete software is removed

Key points of this policy:

- Only approved software may be installed or used within or by the BBC
- Software must be procured via authorised routes.
- Software must only be used in adherence to the terms and conditions of the licence agreement(s)
- All software Proof of Licence Entitlement documentation must be centrally stored and available upon request.
- Where software is no longer required, unused licences should be released or ceased; and software uninstalled.

Who can I contact for assistance?

Contact Information		
Name & Title	E-mail	Contact Number
BBC Software Asset Management (SAM)	Softwareassetmanagement@bbc.co.uk	n/a
IT Coordinator (ITC)	Local ITC info can be found in AD- Lookup http://ad-lookup.bs.bbc.co.uk/	n/a
Atos Service Desk		0345 305 0440

Approval:

Approved by: Peter O’Kane

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BBC Software Policy

2 Policy purpose and scope

2.1 Purpose

The purpose of this policy is to ensure that the BBC meets its legal and contractual obligations, obtains good value for money, and operates effectively and securely in the licensing, purchasing and management of software.

Infringements of this policy could lead to disciplinary action against individuals under the BBC's standard procedures. They could also result in legal action against the BBC and/or individuals and could potentially be classed as a criminal offence.

The BBC Software Asset Management Team (SAM Team) and Atos Software Asset Management team are responsible for the operational management of the Software Policy

2.2 Scope

This policy applies to all users of all software within or used by the BBC, whether purchased, leased, subscription, obtained under 'shareware' or 'freeware' arrangements, acquired under suppliers' support agreements, or developed in-house. It applies to software installed on equipment that connects to the BBC Reith fixed and corporate wireless network, and all standalone equipment that is owned by the BBC, and all users of such equipment; as well as software that is accessed under a cloud-based service (SaaS) where no install takes place.

Devices that have a dedicated specific function with preinstalled software and applications, such as cameras mixing desks, printers, switches etc. will not require formal SAM review unless there is some additional software required in order to access or use the device.

The policy should also be adhered to by all staff (including Partner organisations, commercial subsidiaries, and freelancers), and third parties involved in the specification, installation, and maintenance of software and/or devices used for corporate purposes.

Equally it applies to users with elevated access rights (often referred to a "local admin rights") who are able to download and install software. Refer to the [BBC Privileged Access Management Standard](#) for details.

2.3 Out of Scope

This policy does not apply to software downloaded onto a personal, i.e., non-BBC owned, device. The use of a non-BBC owned device is governed by the Bring Your Own Device policy and the Acceptable Use of Information Systems Policy.

Please note:- In order to access SaaS or JAMF (MDM) managed software on these devices you must comply with these policies, no self-installation of BBC owned software is permitted.

3 Terms and definitions

Abbreviation / Acronym / Definition	Description
Atos Managed Device	Devices managed and supported by Atos, and connected to the Reith Network
Atos SAM	Atos Software Asset Management Team
Atos Managed Software	Software which the service provider manages the licences and/or renewals.
BBC SAM	BBC Software Asset Management Team
BBC Vanilla Device / Non-Managed Device	In the context of this document this means devices that are not managed by the service provider, and in general do not connect to the Reith network.
Cloud/SaaS	Software as a Service (SaaS) is where a third party provider hosts applications and makes them available over the internet. SaaS is a type of 'cloud computing'.
ITC	IT Coordinator
IT Request Catalogue	IT Requests catalogue available on gateway
Major Version of Software	When a version moved from V1 to V2 this is an example of a major version change. Moving from V1.1 to V1.2 is an example of a minor version change
Partner Organisations	Partner organisations are those which BBC has engaged with to supply and manage it's IT.
PoLE / Proof of Licence Entitlement	Documentation that provides evidence of legal entities owning a licence. Can also be referred to as Proof of Licence. Acceptable PoLE can vary from vendor to vendor.
Reith	Reith is the BBC's internal network
SAM / Software Asset Management	The practice of integrating people, processes, and technology, to allow software licenses and usage to be systematically tracked, evaluated and managed. The goal of Software Asset Management is to reduce IT expenditures, human resource overhead, and compliance risks that are inherent in owning and managing software assets.
Service Provider	The provider of technology services under the Enterprise Information Communication Technology and Hosting (EICTH) contract.
Shareware/Freeware	Software which is available free of charge
Software Renewals	Renewal of the software licence(s), contract(s), or support and maintenance / service assurance agreement(s) associated with the licence(s).
SPR (Software Packaging Request)	An SPR is an item in the IT Request Catalogue that allows the business to formally request software to be integrated for use on a BBC device.

Staff	This is all persons employed by or contracted by the BBC, its affiliates or subsidiaries.
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4 Roles and responsibilities

4.1 Software and Licence Purchase and Acquisition

This section applies to all users of BBC devices and to IT projects.

- Request for software must be submitted either via the IT Request Catalogue, or via the established [Procurement processes](#). Where you have a need for software that is not available via the IT Requests catalogue, please raise a request as per the [Software Authorisation process](#) on Gateway.
- Request for software licence renewals must also be submitted either via the [Software Authorisation process](#) or via the established [Procurement processes](#).

4.1.1 Reith connected or Atos managed devices:

- If users purchase software via the BBC's procurement processes, the license information, along with all proof of licence entitlement, must be forwarded to BBC SAM (Softwareassetmanagement@bbc.co.uk) for monitoring and effective software management.
- For all newly approved software (or new versions of software) required, [Software Authorisation process](#) on Gateway must be followed by raising requests via the IT Request Catalogue.
- Software purchases must be registered with the BBC as the owner of the licence (see below), using BBCsoftware.licensing@bbc.co.uk not the staff members' personal or corporate email address.

4.1.2 Non-Reith connected or Non-Atos managed devices:

- Software purchased for use by devices that do not connect to the Reith network must be registered with the BBC as the owner of the licence (see below), using BBCsoftware.licensing@bbc.co.uk, not the staff members personal or corporate email address.
- For BBC vanilla devices, software already approved for BBC use, can be procured via the IT Request Catalogue, or via the established [Procurement processes](#).
- All software licenses and agreements must be registered with the appropriate legal owner (contracting entity) as per the terms and conditions. These may be at corporate level or be restricted to named legal entities only, for example BBC Public Service, BBC Studios, or BBC Global News Limited.

Note that if you are unclear as to which entity should be used you should discuss the issue with Commercial Supplier Management (commercial.requests@bbc.co.uk).

4.1.3 Software Authorisation:

- Software in the IT Requests Catalogue has been authorised for use in the BBC and is available to order (subject to local approval).

- Unauthorised Software that does not appear in the IT Requests catalogue and is not on the [Authorised Software List](#) must be requested via the [Software Authorisation process](#), along with a full business case to the BBC SAM Team. Please give consideration to software that is already available in the IT Requests catalogue that may be suitable.
- Initially all Software requests (including SaaS, plugins, connectors etc.) will be reviewed by the Software Overview Committee on a weekly basis. Only if financially viable, no other suitable alternatives are available and if there is a product manager, who agrees it is in line with their RoadMap, will it be reviewed for software authorisation.

4.1.4 Software Purchase:

- Only software which is classified as authorised on the [Authorised Software List](#) can be purchased / used.
- Input on software purchases should be sought from BBC SAM who will involve, Information Security, Data Protection, Commercial, Legal, and others as required.
- All IT hardware purchases where software is included should be documented and passed to the BBC SAM team.
- Where IT hardware is purchased outside the United Kingdom it must only be procured with the same preinstalled software and licenses it would have if it were procured inside the UK.
- All software must be purchased in line with the [BBC Expenses policy](#), i.e., software must not be purchased on a Personal credit card and then claimed back under any circumstances.

4.1.5 Software Renewals:

- Only software which is classified as authorised on the [Authorised Software List](#) can be renewed / used.
- Where a renewal is required a reauthorisation of the software may be required if:-
 - The version being purchased is a different major version to the one previously authorised
 - It is the same version as previously authorised but the licence hasn't been reviewed for 2 years.
- When it has been identified that a software (or support) contract is due for renewal a decision should be made regarding the ongoing requirement for the software. Input on these decisions should be sought from BBC SAM, Information Security, Data Protection, Commercial, Legal, and others as required via the [Software Approval process](#).
- All software renewal must adhere to the same policies and procedures applicable to new procurements, including governance and finance approvals.

4.1.6 Software for Mobile Devices:

- Only software which is classified as authorised on the [Authorised Software List](#) can be renewed / used.
- To purchase software for smart phones and tablets, users must ensure their device is registered with [BBC Essentials](#) and request the purchase via BBC [Mobile Apps](#) team.

4.1.7 BBC Developed Software:

- Some BBC developed applications require conventional licenses, where the application depends on another software platform. As such any request for in-house developed applications should be requested via the [Software Authorisation](#) process.
- This is required so that as software is discovered on our estate, we have a record of any associated licence agreements and can therefore validate their compliance on behalf of the BBC. e.g.: - SharePoint etc.

4.2 Software Installations

This section applies to IT specialists, and those BBC staff with permissions to install software.

Software must only be installed on BBC devices or networks under the following conditions:

- By IT specialists or those staff with express permission to install software,
- If appropriate licences are in place,
- If it will be used in accordance with the publisher's terms and conditions.
- If it has been through the appropriate [Software Authorisation](#) process, and is classified as "authorised." Installation of unauthorised software is prohibited.
 - a. Note that staff must not use shareware or freeware outside of the [Authorised Software List](#) without consulting the Software Asset Management team (this includes any supporting downloads or plugins e.g., MS Office viewers or desktop sync tools).
 - b. Note also that regular reviews of installed software will take place, and the BBC SAM team will have any non-authorised software removed.

4.2.1 Requesting software installation:

- For Atos managed devices, software installation must be requested via the IT Request Catalogue.
- For software installations on non-Atos managed devices, you should consult Software Asset Management and Information Security and follow their approval processes.

4.2.2 Deployment of software:

- Software for Reith connected devices must be deployed by Atos teams.
- Software for non-Reith connected devices must only be deployed by authorised staff.

4.2.3 Information Security Management:

- All software must meet the [BBC's Information Security policies](#).
- Where a member of staff is provided with a licence key to facilitate software installation, it should be treated as confidential and not shared, must be stored securely, and must be used in accordance with the publisher's terms and conditions.

4.3 Software Maintenance

This section applies to BBC Software Asset Management (SAM) functions.

4.3.1 Software Management Tooling:

- All IT equipment purchased by BBC, or IT equipment where BBC procured software is installed MUST have the current SAM tooling agent installed, unless specific exemption has been granted. Any required exemption should be discussed with softwareassetmanagement@bbc.co.uk.
- For the avoidance of doubt the definition “All IT equipment” above includes all standalone computing devices (those not connected to any network) and computing devices on local networks.
- Employees with BBC laptops or computers which are normally located off-site (or regularly off Reith) must allow access to enable the SAM tooling agent to be installed and updated as required and must connect to an appropriate network (internet) to enable the SAM tooling agent to report back.

4.3.2 Software and Licence Inventory:

- An inventory of all deployed software is maintained by BBC SAM team.
- An inventory of all software licences is also maintained by the BBC SAM team.
- Where software is obtained outside of the Atos managed procurement process, evidence of licences purchased (known as Proof of Licence Entitlement or PoLE) must be forwarded to either [BBC SAM team](#) (For non-Reith connected devices), or [Atos SAM team](#) (For Reith connected devices).

4.3.3 Software Usage Monitoring and Re-allocation:

- The BBC SAM team will monitor usage of software across all devices included within the scope of this policy.
- Where software appears to be “unused” BBC SAM will initiate a discussion on the Business need and justification for retaining it. Where it is agreed there is no requirement the software will be removed. This will enable re-allocation of software and licences on other devices and consequently more efficient usage of BBC resources.

4.4 Software Utilisation

This section applies to all BBC staff and contracted colleagues.

4.4.1 Permitted use of BBC Procured Software:

- All BBC procured software must be used in accordance with the publisher's terms and conditions.
- Modifications or reverse engineering of software code must not be undertaken (Even if a user has the necessary access privileges, e.g., is in an IT Developer role).
- Unless explicitly authorised by BBC SAM team, BBC procured software is only for corporate use. It must not be used for any purpose other than that required for you to carry out your duties as a BBC employee.
- Similarly, BBC procured software must not be given away, shared, loaned, or sold for use outside the BBC, without the express permission of BBC SAM.

4.4.2 BBC Developed Software:

- All software and applications developed as part of activities carried out by BBC employees remains the intellectual property (IP) of the BBC. Consequently, it is not to be sold or distributed outside of the organisation without the necessary BBC consents.

4.5 Software Removal/Retirement/Disposals

This section applies to all BBC staff, IT specialists and SAM functions.

4.5.1 Staff responsibility for Software Removal:

- All staff within the BBC are responsible for having unused or unrequired software removed from their devices or from the network.
- Software removal should be requested via the IT Requests catalogue.
- All staff are responsible for ensuring any data that requires retention past their contract end date is passed on to their line manager.

4.5.2 Ceasing user based licencing:

- When a member of staff no longer requires a user-based licence (i.e., one assigned to them specifically), either due to a change of role or ending their employment with the BBC, the licence should be terminated.

4.5.3 Removal/Retirement/Disposal of Software:

- All software that is being removed from use on a device, must be fully and securely destroyed/uninstalled.
- Should an application, or a version of an application reach the point where it is considered to be obsolete or is no longer supported by the publisher, the BBC SAM Team will take steps to have it removed from the IT Request catalogue. Where appropriate steps will also be taken to remove it from the estate.
- Licence keys for software which is being permanently withdrawn from use must be removed from any active licence key repository and either archived or destroyed depending on the manufacturers licensing terms.

4.5.4 Return of IT equipment that is no longer required:

- All IT equipment that is no longer required must be returned to your Line Manager. This should include items used by staff who leave the organisation, or items that are otherwise no longer needed (surplus to requirements, end of life, etc.)
- All returned IT equipment will have all software (and data) removed prior to any re-assignment or re-use. The same process will be followed for devices which are to be decommissioned or disposed.

4.5.5 Transfer of Licences:

- It is the responsibility of all individuals, teams & departments across the BBC to ensure that they are not making use of software licensed to a legal entity that is not their own.
- If there is a requirement to transfer licences between entities, authorisation must first be sought from the BBC SAM team.

4.5.6 Software as a Service (SaaS):

- Product Managers will ensure that the connecting of apps to their SaaS products is blocked where possible, unless the connected app has been through the full software authorisation process.

5 Processes relevant to managing the risk

The BBC Software Policy links to many different areas, there are no processes that sit wholly under this policy, but the following processes are integrated:

- Software Authorisation
- Cloud approvals
- Software Packaging Process
- Procurement Process
- IT Catalogue Management processes
- Request Management processes
- Information Security
- Vendor Roadmaps
- Service Design and Project Implementation

6 Details of Key Controls to be implemented

6.1 Software Management Tooling

- The BBC have deployed a software management tool to the entire BBC estate (including but not limited to, servers, Virtual Servers, Laptops, MAC's, Tablet devices, Desktops, Virtual Machines etc.). This tool will provide the BBC and its Partner organisations with software deployment and metering data. This data will be utilized to ensure the effective management of the BBC's software assets, gaining best value.
- The BBC may monitor software usage, and tools for this purpose should under no circumstances be removed from any device without the express permission of BBC SAM. Any removal by any person that has not been agreed could lead to disciplinary action.
- BBC SAM, the service provider and the BBC SACM Team will operate software asset discovery tools to regularly review the software installations across the BBC's computers and servers and the BBC and Atos SAM Teams will assess this data to ensure compliance against software licenses owned by the BBC.

7 Internal/external links that may be relevant to managing the risk

Software Procurement Process: <https://intranet.gateway.bbc.co.uk/buy-book-order/Pages/category.aspx?categoryId=227>

Software Asset Management on Gateway

<https://intranet.gateway.bbc.co.uk/designengineering/broadcast-online-services-management/ITPG/SAMHub>

IT Request Catalogue <https://som-myit.onbmc.com/dwp/app/#/catalog>

Authorised Software List

https://onebbc.sharepoint.com/:x:/r/sites/SoftwareAssetManagement/_layouts/15/questaccess.aspx?e=LrYzx7&share=Ea1PdFgcRiFNiTtLGaV2c1YBmNng0EfjaV-l4HV6RIElvQ

8 Training requirements

Not applicable.

9 Exceptions to Policy (EtP) process

Any exceptions to this policy must be obtained in advance from the Head of IT Policy & Governance

10 Policy assurance

Policy assurance will be enabled by the implementation of SAM management tooling, and procedures.

11 Document Control

Document Name	BBC Software Policy		
Version	1.7 Draft		
Source	Technology Operations – Software Asset Management		
Policy owner	Joanna Flitcroft – Principal Software Asset Management		
Approved by/Date	06/07/2020		
Archive History:			
Date	Version	Author	Changes/Comments
16/12/2019	1.3	Software Asset Management	Draft submitted to Policy owner for approval
01/04/2020	1.4	Software Asset Management	Review of structure
10/04/2020	1.5	Software Asset Management	Internal review
17/04/2020	1.6	Software Asset Management	IT Policy & Governance Management review
24/04/2020	1.7	Software Asset Management	Comments from IT Policy & Governance
06/07/2020	1.8	Software Asset Management	Final approval and publication
15/06/2021	1.9	Software Asset Management	Links updated and wording amended to ensure covers all Applications, moved to Tech Ops
04/10/2021	1.10	Software Asset Management	Small updates and ownership due to reorganisation