State of Delaware
Department of Health and Social Services

EFFECTIVE DATE: May 25, 2006

POLICY MEMORANDUM NUMBER: 11
Subject: Software Acquisition and Use

I.   Purpose

This document describes DHSS policy on the acquisition and use of software by staff of the Delaware Health and Social Services. For the purposes of this policy, staff includes state staff and contractual staff, including vendors, using DHSS computing resources. Software used to conduct DHSS business and the delivery of services to DHSS clients is indispensable. There is an unlimited variety of software on the market, any of which can have an adverse impact on DHSS and State computing resources. It is in the best interest of the Department to have only approved software installed on DHSS computing hardware. This policy is to prevent copyright infringement and to protect the integrity of the Department & State's technical environment.

II.   Scope

This policy applies to all users of DHSS information systems, networks, and computing hardware.

III.   Definitions

- **Computing hardware**: For purposes of this policy, computing hardware can be a desktop, laptop, server, other network hardware, or portable computing devices including cell phones, PDAs, Blackberrys and other hand held devices. This also includes storage media including disk drives, CDs and portable storage devices.

- **Software**: Programming machine-language instruction sets that allow computing hardware to perform tasks such as word processing, accounting, desk-top publishing, electronic mail, web browsing, etc. Software may be purchased from third party vendors as a package, obtained as shareware, or developed applications.

- **Network**: Computing hardware and other components linked together by communications software.

- **Network Software**: Communications software that controls the access to and sharing of resources by users on the Department's Local Area Networks (LANs) and Wide Area Networks (WANs).

IV.   Procedures

A. Guidelines for Software Installation and Use

1. **Software Licenses:** It is against state and federal law to install copyrighted software on a DHSS computing hardware without the appropriate licensing or similar agreement with the vendor. Therefore, unlicensed software may not be installed on any DHSS computing hardware. It is the policy of this Department that all software used on its computing hardware is properly licensed to the Department (and division if appropriate). No one is authorized to make and/or distribute copies of DHSS software for their own or anyone else's use unless proper licensing and DHSS approval is obtained. Any software found to be in violation of software licensing/copyright laws will be removed from DHSS computing hardware. Any software found to be interfering with state computing resources may be moved, reconfigured or removed at the discretion of DHSS. Staff may use software on the network or on multiple computing devices only according to applicable licensing agreements. Division Directors are responsible for enforcing these guidelines.

2. **Standard Software:** DHSS supports and maintains the following as standard software packages to be used on department equipment:

   - Microsoft Windows

   - Microsoft Access (use of this product is governed by DTI database standards)

   - Microsoft Word, Excel, and PowerPoint (collectively known as Microsoft Office, or Microsoft Office Professional when Access is included)

   - Microsoft Outlook

   - Microsoft Internet Explorer

   - Microsoft Publisher

   - Extra Personal Client

Other properly licensed software will be added to the DHSS Standard Software list as appropriate by IRM.

Other properly licensed software that is not on the standard list may be permitted for use on DHSS computing hardware only as follows:

- This software must be determined necessary for DHSS business related purposes. Such software must be identified and a business justification submitted for approval by the division's Information Technology Liaison to the Director of Information Resource Management or his/her designee. Non-standard software acquisition will require creation of a Business Case Summary and the approval of the DTI Internal Technology Investment Council (iTIC) and Architectural Review Board (ARB). If approved, acquisition and installation of this software will be coordinated with IRM. However, IRM will neither support nor maintain this software unless previously agreed to in writing by all parties.

All software to be loaded on DHSS computing hardware must be submitted to DMS IRM for review and approval prior to its acquisition.

3. **Property of the State:** All software residing on DHSS computing hardware is considered the property of the State. Original licensing agreements and media must be maintained by the responsible Divisional IRM.

V. Implementation

This policy becomes effective immediately.

__*Vincent P. Meconi* _____*May 25, 2006*__
Vincent P. Meconi, Secretary   Date