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REVISION HISTORY			
REV	Description of Change	Author	Effective Date
0.1	Document Creation	Amulya Kumar Pati	13-Mar-2015
0.2	Incorporated the use of Kwantify as a tool for all communications for request / complaint / issues and incidents under section 3: Internal Communication (Source: Feedback)	Amulya Kumar Pati	17-Apr-2015
0.3	Addition of the team to select the systems to be formatted under mandatory formatting of systems. (Source: Feedback)	Amulya Kumar Pati	18-Jun-2015
1.0	Reviewed and approved by CEO	Priyadarshi Pany	01-Jan-2016

REFERENCE DOCUMENTS	
Document Number	Document Title

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1. PURPOSE

The purpose of this document is to establish a policy statement for the proper utilization of licensed, free or trial versions of softwares used in CSM Technologies for its business objective & use of all softwares in a fair manner.

This policy establishes a guiding rule for all at CSM Technologies for the use of Licenses, free and trial Softwares and defining organisational rules on the use.

The improper installation, use, or duplication of software may create legal liability for Organization and CSM Technologies Users. This policy provides direction regarding the acquisition, use, distribution and redistribution of commercial, public domain, and CSM-authorized software and Software Licenses.

- Make CSM Technologies compliance with all applicable laws regarding the installation and use of computer software.
- Ensure that the CSM Technologies computer users are aware about the software licensing policy used by them.
- Prevent the installation of illegal or unlicensed copies of software on any CSM Technologies owned or operated computer system.

2. SCOPE

This policy is applicable to all the softwares used across the location of CSM Technologies for official use.


Applicable to all Permanent, Contractual, Trainees & Interns, including the Deputed employees engaged for the purpose of business under any type of contractual obligation with CSM Technologies.

3. INTERNAL COMMUNICATION

All communications related to the Software requirement, procurement, installation, un- installation or licensing is to be made through NSA. All communications shall be through GetITrite (Kwantify) or in written email format (Where ever use of Kwantify is not available or possible) & no other communications shall be entertained for official acceptance.

4. WHO SHOULD HAVE WHAT?

Based on the functional area of each/group users a standard package of applicable & required softwares to be prepared & made available for reference purposes at organisation level. NSA shall prepare the same in coordination with the functional Heads of each Department. The same shall be approved & authorized by the management for official use.

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A list of standard packages based on the functional areas, along with a list of useful softwares with particulars like....licensed, free, trial version etc....that may be required or useful may be prepared by NSA & made available to users for reference.

NSA shall define the category of softwares, access matrix based on functional area & user levels, softwares to be used as a common tool & accessible through common system, limited permission for softwares, user based permanent access to softwares, temporary access criteria & control of free softwares.

NSA shall update the package as and when required or based on the request from the functional heads.

None of the users at CSM Technologies are allowed or authorized to procure, install, uninstall, download any software, whether licensed, free or trial version except NSA inside the office premises/through official network/to official systems or for the use of CSM Technologies business in any manner.

NSA has the right to investigate the proper use of softwares at individual user level & report the same to the management.

5. REQUIREMENT/REQUEST FOR SOFTWARE

All the users must send their requirement/request for software in advance through GetITrite (Kwantify).


NSA shall analyse and validate the requirement/request with the concerned functional Heads & take approval from management in case of Licensed software.

In case of free or trial versions, NSA may take a decision & communicate to the intended person with the use, precautions to be followed & intimation or decline the request if felt not appropriate for use in the environment of CSM Technologies.

On expiry of the intended period of use, the user shall inform NSA to uninstall/remove the software from the uses system/terminal.

NSA shall evaluate/validate the requirement with RA/HoD/User and do the needful for installation

- a) On successful installation, NSA shall communicate to the user informing the details of the terms and conditions of use of the software.
- b) All the requests for any requirement during tour/travel should be routed through GetITrite and NSA shall advise the best way of installation i.e. either through remote access or permission to the user for installation after validating the request.
- c) On completion of the job/assignment, the user shall inform NSA to uninstall the software

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- d) In case of a permanent installation, NSA shall take care of the Legal, technical & physical aspects including Licensing details in consultation with the Legal Team wherever required.
- e) For any disputes related to software use, User may follow appropriate escalation process.
- f) Any request/requirement that violates any other policy of CSM Technologies may properly be informed/communicated to the user by NSA.
- g) Appropriate communication with reasoning shall be made to the users for any denial of permission for use of any software.
- h) NSA shall ensure there is no outright denial of any request without appropriate reasoning or communication
- i) All access controls or denial of access to any system shall be communicated prior to such action or effect.
- j) Even when action is taken because of any emergency, there shall be proper communication to the affected personnel immediately after the action is taken.

6. INTERNAL VERIFICATION AND FREQUENCY

NSA is authorized to do internal verification of all the user systems with prior intimation or surprise verification if they feel the need of verification of any system in use at CSM Technologies.

This internal verification is an ongoing process and shall be conducted by NSA for licenses, copyright & free softwares used by individual users either in individual system or from central servers.

- a) There shall be monthly verification of systems (NSA may plan out Phase wise verification).
- b) There shall be monthly verification of systems used by our SBU/Residence Offices/Overseas offices with remote access through Team viewer or any other tool suitable and approved by NSA.
- c) All verifications should be followed by a consolidated report.
- d) All reports to be presented to the management with a number of incidents, repeat incidents, impact, Preventive Action & corrective actions.
- e) All users are expected to cooperate with the NSA for/during verification of their individual system
- f) A prior notice/intimation/communication to be made to the users prior to verification
- g) NSA may do surprise audit/verification when feel so or when get any substantial information on use of softwares not approved by CSM Technologies.

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- h) In exceptional cases, approval may be taken to install the required applications/software and post verification of the same be considered

7. MANDATORY FORMATTING OF SYSTEMS

- a) Under this policy, there will be mandatory formatting on systems at organisation level
- b) The very purpose of this is to ensure all the systems at CSM Technologies are in accordance with the software license policy, free from any malafied software, and ensure appropriate softwares are being used by users.
- c) Mandatory formatting of systems will be done every week.
- d) A Team consisting of Head of IT, Head of Quality and the Asst. Manager, IT will have a meeting on every week to select number of systems to be formatted.
- e) The number of systems to be formatted can be decided by the team without any restriction.
- f) A record will be maintained with the details of the system got formatted and shall be signed by the Quality Head.

8. SOFTWARE INSTALLATION AND UNINSTALLATION

- a) Installation or Uninstallation of softwares of all versions shall only be done by NSA.
- b) For default softwares, NSA shall take proactive action & install softwares as per requirement specific to the functional area & user permission.
- c) Any temporary/free software that is required for specific purposes to be routed through NSA only.
- d) NSA shall take appropriate precaution i.e. legal, physical & technical before installation of any temporary/free softwares in any system/server.
- e) NSA shall maintain a log book with detail record of all temporary/free softwares installed inside CSM Technologies.
- f) Similarly, all uninstallations shall be done by NSA only.
- g) Concerned Users must inform NSA in writing to do so & ensure it is done on completion of any specific job/assignment or purpose.
- h) For all purposes, NSA shall do appropriate communication prior to any such activity of installation/uninstallation.

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- i) Uninstallation of any software that is in use, shall be clearly communicated to the concerned users prior to such actions.

9. TEMPORARY INSTALLATION

For any specific official purpose that meets any business requirement, temporary software use may not be avoided. In such cases, appropriate step must be taken by the User & NSA the controller to choose appropriate software and take care of the legal, technical, physical aspects of such software use.

- a) Any user may request for any temporary installation of softwares that is meant for official use only.
- b) Such jobs/assignments must cater to any business interest of CSM Technologies.
- c) Proper communication must be done by the user to the NSA team in written format with information on purpose, period of use.
- d) NSA shall maintain a log book with detail record of all temporary softwares installed inside CSM Technologies & track it for uninstalltion on completion of the job/assignment.

10. REMOVAL OF UNWANTED SOFTWARES


Softwares that is not useful or limited scope of use may not be necessary to be installed at each of the systems. All such softwares only eat out resources & warrant unnecessary legal complicacies at times. NSA shall review, monitor and report all such unwanted softwares being used inside the office for any official or unofficial purposes.

- a) NSA has the responsibility to monitor the use of softwares in CSM Technologies & keep a record of any unwanted or malicious software being used inside
- b) On identification of such softwares, NSA shall remove all such softwares permanently from the host by keeping a record of it & inform the user with details of the software installed, permission taken or not, period of use, violation detail etc..
- c) Any unauthorized/malicious/free/temporary softwares installed in any system shall be removed with immediate effect on identification.

11. ESCALATION OF DISPUTES

There are chances of differences in opinion and disputes arise out of it. Any such disputes to be handled and resolved professionally at organisation level with appropriate approach set forth.

- a) Any dispute arised out of the context of Software license and use must be referred to the management.

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- b) NSA is the primary point where all the disputes to be resolved anything related to the Software License and use.
- c) In case of any unresolved cases or where the user is not satisfied with the solution of decision of NSA, then, the user may approach the Management for reconsideration of the request or Redressal of the dispute.
- d) Management decision is final in any case and no further hearing shall be entertained after the decision of the Management.

12. BREACH OF RULES

- a) Rules are set at the organization level to be followed for the use of valid, legal & permitted softwares for any business related activities and even for personal use within the legal & strategic limits of CSM Technologies.
- b) Breach of any such rules set for use of softwares at CSM Technologies is considered to be against the official guideline & may warrant action against the users.
- c) The actions may lead to termination of service not limiting to show cause notice, temporary suspension, levy of fine etc.; as per the HR rules.
- d) Appropriate Disciplinary procedure, Penalties and Legal Liabilities may be imposed in violation of the internal rules of software use within CSM Technologies.