Here is a **comprehensive sentence-by-sentence breakdown** of the document **“33. Business Impacts”**, converted into **structured study notes with bullet points**, following your preferred style and ensuring **no critical information is omitted**.

**✅ Structured Study Notes –**

**Business Impacts of Application Installation**

**🧠 Concept Overview**

* Installing an application in a business environment comes with **three major impacts**:
  1. **Licensing**
  2. **Support**
  3. **Training**

**1️⃣ Licensing**

**📄 What Is Software Licensing?**

* Most business applications require a **license** to be legally used.
* **Open-source software** typically allows unlimited use and installation.
* **Commercial software**: must be **licensed per the vendor’s terms**.

**🧾 Key Licensing Models**

| **License Type** | **Description** |
| --- | --- |
| **Single User License** | Allows installation on **one system** only. Common with Microsoft Office or similar programs. |
| **Multi-System Single User License** | Some vendors (e.g., Adobe) allow installation on **up to two devices**, but only **one user at a time**. |
| **Family License** | E.g., Microsoft 365 Family: allows up to **5 users**, each with multiple devices, sharing one plan. |
| **Enterprise License** | Used in large organizations (e.g., 10,000+ systems). One license key covers a large number of users. |

**🛡️ Why Licensing Matters**

* **Technicians must ensure compliance** with licensing agreements.
* **Unlicensed software can result in fines or lawsuits.**
* Always review the license terms before installing any application.

**💼 Real-World Example**

* Adobe Creative Cloud allows 1 user to install apps on 2 machines. A third install will require logging out from one of the first two.
* Microsoft Family Plan limits **users**, not devices, giving flexibility.

**2️⃣ Support**

**🛠️ Internal Support Needs**

* Any new software may generate **support tickets** due to:
  + User confusion
  + Bugs or conflicts
  + Feature questions
* Even if tech support is only expected to support the **OS**, users often expect help with **applications** too.

**👤 Technician Responsibility**

* Be familiar with **common applications**:
  + Microsoft Word, Excel, PowerPoint
  + Web browsers
  + Industry-specific tools

**🤝 External Support Considerations**

* Some applications include **support contracts** with the license.
* Others may require **purchasing extended support** from the vendor.
* Companies can choose to:
  + Rely on internal help desk
  + Purchase external support for better coverage

**3️⃣ Training**

**🧠 Why Training Matters**

* New applications bring **new workflows** and **interfaces**.
* Employees must understand:
  + Differences between **old and new versions**
  + How to operate **entirely new tools**

**📈 Training Rollout Considerations**

| **Training Type** | **Description** |
| --- | --- |
| **Internal Training** | Delivered by internal IT or supervisors |
| **Vendor-led Training** | Conducted by the software vendor or a third-party trainer |

**📅 Budgeting for Training**

* Training requires **time and cost**:
  + Class time
  + Lost productivity during the learning curve
  + Possibly training materials or consultants
* Must be **planned in advance** before application deployment

**✅ Final Summary: Business Impacts of Installing Applications**

| **Impact Area** | **Key Considerations** |
| --- | --- |
| **Licensing** | Compliance, cost models, user/device limits, legal risk |
| **Support** | Help desk workload, user expectations, vendor support contracts |
| **Training** | Time, budget, internal vs. external training, user readiness |

**🎯 CompTIA A+ 1102 Relevance**

* Covered under:
  + **Objective 1.6**: Application installation and configuration
  + **Objective 4.3**: Troubleshooting application compatibility and end-user issues
* Expect scenario questions like:

*“A technician installs licensed software across 5 systems but only has 1 user license. What is the risk?”*

✅ Answer: **License violation**