System and Software License Management Procedure

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Information Classification

☐	Public
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1. Objective

The objective of this process is to manage the process of deployment, use and monitoring of vendor software in Trianz. Systems and Procedures should be developed and implemented to comply with the legal and regulatory requirements of the region in which Trianz operates**.**

2. Scope

The scope includes all internal and applicable vendor applications that are owned, operated, maintained, and controlled by Trianz by Internally and Externally either on premises or on cloud.

3. Reference(s)

None

4. Procedure

4.1 Law Compliance

Where a conflict arises between National and/or Local laws and the Trianz policy, the law should be complied with and the CFO Finance/Legal is to be notified of the situation. The CFO Finance/Legal must ensure full compliance with the laws and regulations relating to their information and the IT applications that process that information. The laws and regulations mayinclude, among others: -

    i. Prohibition of the use of illegally acquired software.
   ii. Prohibition of the use of illegally acquired data.

4.2 License Control

- Software Licenses must be controlled and maintained to ensure protection against default orcontractual and / or other limitations and liabilities.

- Software License terms and conditions, including those applying to limited use, must bemonitored at all times.

- Illegally acquired software must not be loaded on to computer systems used by Trianz

- Products licensed to run on a specific computer or at a particular Project/Department must not be copied onto another computer or another site without written authorization from the vendor

4.3 License Inventory

The original copies of Licenses must be maintained by the IT Department. The licenses must bestored in a safe and secured place. Access to licenses must be based on authorization of theIT-Head.

Copies of the Licenses must be made, and they must also be stored in a safe and securedplace. They must be stored in a place other than where Original Licenses are kept.

4.4 Evaluation Software

Evaluation software is acquired to assess the functionality and relevance of such software toeither a project or the organization as a whole. Such software may be acquired on physical media, or sparingly downloaded from the Internet. The steps involved in managing such software are outlined in the following section:

- The IT Administrators must receive and pass on the media to the IT Helpdesk, who will update the Inventory and license database with the necessary details such as name of software, number of licenses, date of receipt, duration of validity etc
- The IT team must inform the requestor about the receipt of the software and receive aformal request to install the software.
- The IT team must check for viruses and install the software on the specified machine(s)
- Once installation is done, the media must be returned to the IT Helpdesk, who willupdate the the Inventory and license database.
- When the evaluation period of the software is due for expiry, the IT Helpdesk must inform the IT Administrator and the requestor about

the same.

- The IT team must uninstall the software unless the requestor obtains formal extensionfor the evaluation period. The IT Helpdesk will update the Inventory and license database to reflect the same.

4.5 Freeware

Freeware is a software that is either downloaded or obtained free of cost. The steps involved inmanaging such software are outlined in the following section:

- The IT Administrator, with the assistance of the legal department must verify if thefreeware usage terms and conditions are valid for organizational use
- The IT Helpdesk must be notified regarding the use of freeware software
- The IT team must check for viruses and install the software on the specifiedmachine(s)
- The IT Helpdesk must keep record of the freeware installed on the machines
- The IT team must uninstall the freeware once the purpose of the freeware or the timeframe is over, whichever is earlier

4.6 Periodic Audit

- Licenses will be tracked on periodic basis by the IT Administrator. Reports will be generated toaid the process of tracking and will be sent to the IT-Head. In the event that any discrepancy isdetected in the tracking report, the same will be reported to IT-Head who will inform the concerned user(s) and initiate appropriate action.

- User(s) compliance to the License management policy will be audited twice in a year during internal audit. In the event that any discrepancy is detected in the audit report,the same will be reported to IT-Head who will inform the concerned user(s) and initiateappropriate action.

5. ISO Control Mapping

Category of Control	ISO 27001:2022 Control	Document Name as per ISO 27001:2022
Organizational Controls	5.20 Addressing Information Security within Supplier Agreements	System and Software License Management Procedure

Document Control

Owner:	CISO	Release ID:	SSLM-PROC-0054

For Trianz Process Improvement Group (TPIG) Purpose Only

Version History

Ver. No.	Date	Author	Reviewer	Approver	Reason for Change	Change Description
0.00	26-Feb-07	Jyotessh G Nair			Draft	
1.00	26-Feb-07	Jyotessh G Nair			Baseline is approved by Zulfikar Deen.	Approved Baseline.
1.01	14- May-09	Bharateesh			Risk Assessment and Risk Treatment Plan	Consolidated the controls related to software license management
2.00	04-Jun-09	Balu Nair			Approval for Baseline	Baselined
2.01	30-Dec-10	Chakravarthi			QMG review	Formatted entire document
3.00	30-Dec-10	Chakravarthi			Request for baseline	Baselined
3.01	24-May-11	Srilakshmi			QMG Review	Modified release id in header and coverpage to make consistency
4.00	24-May-11	Srilakshmi			Approval for Baseline	Baselined

4.01	3-Aug-11	Sudharsana			QMG review	Replace Owner with Management Representative inplace of CIO In Document Classification Scheme, "Retention period is3 Years" row is removed
5.00	3-Aug-11	Sudharsana			Request for baseline	Approved andBaselined
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6.01	29-Apr-19	Balu Nair	JoshyVM			• Information classification modified • Trianz logomodified
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Thank You

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