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UNICEF Policy on Software Management. (Essential Document)

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United Nations Children's Fund


Headquarters

ADMINISTRATIVE INSTRUCTIONS

CF/AI/1993- 14

18 August 1993

To: Heads of Offices
Divisional Directors/
Chiefs of Section at HQ

From: Anthony Bloomberg 
Director, IRM Office

Subject: UNICEF POLICY ON SOFTWARE MANAGEMENT

SUMMARY

UNICEF's state of computerization has reached a level of maturity that now requires a more formal Software Management Policy.

Offices must strictly observe software license agreements and not use pirated or unauthorized copies. The IRM Office has negotiated, and will pay for, licenses for WordPerfect, Quattro Pro, Harvard Graphics, Central Point Anti-Virus and MS DOS 6.0. Copies of these packages will be sent to all offices sometime in September.

No unauthorized software should be loaded onto UNICEF computers. The standard anti-virus software must be loaded onto every UNICEF PC.

Software packages developed by UNICEF are to be viewed in the same way as UNICEF publications in print, and fall under the rules established by the Programme Publications Steering Committee.

Supply Division, NYHQ, has the central responsibility to negotiate and sign software license agreements between UNICEF and vendors. Offices purchasing software must complete the registration cards and store original copies in a secure place. A central log of acquired software must be maintained by each office.

Head of Offices and Divisional Directors/Section Chiefs at HQ should designate focal points for software management in their offices.

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INTRODUCTION

Over the last few years, UNICEF Field Offices as well as NYHQ Divisions have made excellent progress in the use of personal computers. We routinely see efficient use being made of GFSS, word processing, spreadsheets and computer graphics. PC communications, e-mail, databases and advanced computer utilities are also being used effectively by the majority of offices.

UNICEF now has a total installed base of some 4,000 PCs for which software packages have been acquired over the years in a variety of different ways. Apart from the normal procedure of purchasing through Supply Division, shrink-wrapped software packages have been acquired by individuals while on duty travel to New York, by divisions which have ordered directly from the supplier and by people who have charged purchases to their credit card for later reimbursement from petty cash. Unfortunately, only in very few instances have software registration cards been filled out and sent on to the appropriate publishers. Because of this we do not have an accurate inventory or log of computer software currently owned by UNICEF and we cannot be confident that the organizational policy to use only legally acquired software has been completely followed.

Also, a number of software license and maintenance agreements have been negotiated and signed by UNICEF staff both at Headquarters and in the Field. These agreements do not always take into account standard UN terms and conditions such as UNICITRAL arbitration rules and UN privileges and immunities while including heavy penalties and liability for UNICEF. All requests for such licenses and their associated maintenance must be raised on an SCF and processed through Supply Division in New York.

It is in order to remedy these situations that the following policy on software management in the organization has been drawn up. This policy also covers the issues of software piracy and virus protection.

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I. UNICEF SOFTWARE CODE OF ETHICS

All software used in UNICEF shall be used in accordance with its license agreement. Individually purchased copies of software provide in effect a "license to install" that software on ONE machine. This and other terms are always defined in the terms and conditions laid down by the publishers. Such terms and conditions must be adhered to. Software packages for which there are global site licenses are identified in the Software Guidelines and must not be purchased individually. The following general points concerning UNICEF purchased software must be observed by all staff:

- a) *All computer software shall be used strictly in accordance with the license agreement.*
- b) *No software package shall be installed on more than one machine unless the software in question is covered by a corporate site license or is specifically authorized by the IRM Office for reproduction. If a package is to be installed on several PCs then an appropriate number of original copies of the software shall be purchased or authorized for concurrent usage.*
- c) *No unauthorized software shall be brought into the premises or loaded to any UNICEF computers. This includes unsolicited software received through the mail and computer games.*
- d) *No software acquired by UNICEF, whether there be a site license or not, shall be copied for or distributed to persons outside of the organization.*
- e) *No documentation shall be copied unless there is a specific written agreement established for this with the publisher/s.*
- f) *The person in the office responsible for software management shall also be responsible for insuring that this policy is adhered to. This includes ensuring that all software loaded to UNICEF PCs is done so legally.*
- g) *Software packages developed by or under the general guidance of UNICEF are viewed in the same light as UNICEF publications in print. The rules established by the PPSC (Programme Publications Steering Committee) therefore apply.*

II. MANAGING UNICEF SOFTWARE

The IRM Office will be responsible for the overall implementation and maintenance of the UNICEF software management policy while Supply Division will be responsible for the procurement of site licenses and specialized licenses. Offices and divisions should not purchase software for which the IRM Office and Supply Division have negotiated a general site license. A complete list of IRM-recommended software may be found in the IRM Office Software Guidelines. Deviation from the recommended standards needs approval from the IRM Office for selected packages only. These have been identified in the Software Guidelines as mandatory.

Global site licenses have been negotiated for operating systems as well as for word processing, spreadsheet, graphics and anti-virus applications. Currently *WordPerfect*, *Quattro Pro*, *Harvard Graphics* and *Central Point Anti-Virus* have been identified as the mandatory standard. Other packages listed in the guidelines are either recommended by the IRM Office or included in the guidelines for information purposes only. A complete package including software, this policy, a revised copy of the Software Guidelines, additional instructions and a software log on diskette will be sent to all offices in the near future. Generally speaking, the IRM Office encourages the use of standard, recommended packages to achieve uniform development of computerization between offices and facilitate transfer of staff. It is in the organization's interest that all document, spreadsheet or graphics files exchanged between offices or with HQ adhere to a common standard. Every UNICEF PC (except for the Wang classics) must be loaded with the Central Point Anti-Virus software.

III. PROCUREMENT, REGISTRATION AND DISTRIBUTION

Planning. An IRM-related guideline is issued by the IRM Office to all offices every two years in April and is designed only for budget preparation. The Software Guidelines, revised on a yearly basis, are designed to support concrete purchasing decisions.

Procurement. Packages identified in the Software Guidelines as having a central site license will be distributed free of charge to offices directly by the IRM Office; all other software will have to be budgeted for by the requesting office or division. Software should be budgeted for under codes 61 (for purchases) and 65 (for maintenance) while global site license agreements will be budgeted for centrally by the IRM Office. The existing Supply Division guidelines should be observed for all local purchases and once a year the IRM Office should be informed of all new software acquisitions. Annual requirements for individual software packages should be relayed to Supply Division in January so that bulk purchases may be negotiated. All software requiring the signing of a license agreement must be raised on an SCF and processed through Supply Division in New York. Headquarters will have central authority to sign on behalf of divisions and offices. Negotiation and signing of software license agreements between UNICEF and vendors can only be done by Supply Division, NYHQ.

Registration. All UNICEF software should be registered with the publisher in UNICEF's name. Registration of software for which we hold a global site license will be administered centrally by the IRM Office. Registration cards for all other software should be completed by the office or division which purchased the software and sent directly to the publisher. All offices except NYHQ should complete the address portion of the registration card as follows: *UNICEF - City & Country, P.O. Box 5747, New York, NY 10163.*

Storage and Security. All original copies of software should be stored in a locked cabinet. Each office is responsible for the safe keeping of original software, which should only be made available to users by the IRM Assistant or divisional focal point. Once loaded to a PC, original software would normally only be re-used to reload damaged or missing files. Any original software entrusted to the IRM Assistant or focal point and issued to a user will have to be signed for. The IRM Assistant or focal point will be responsible for retrieving it promptly. For headquarters, the IRM Office will be the keeper of all original software for which a corporate site license has been negotiated.

Documentation. Almost always, newly purchased software includes a user manual. The latter should be made available at the site at which the software in question has been loaded. Original manuals may not be reproduced or copied in any way. Manuals pertaining to software for which a corporate site license has been negotiated may be copied only if a written agreement exists between UNICEF and the publisher of the manual. This applies to documentation for both the stand-alone and LAN environments. Third-party reference materials and books are strongly recommended and may be purchased by offices at any time.

Laptops and Home Computers. UNICEF software may be loaded onto a laptop or home computer only if the license agreement specifically states that this is acceptable or as long as the laptop or home computer is not used simultaneously with the office PC. This software remains the property of UNICEF and must be treated in exactly the same way as software loaded on the office computers. When returning their ID cards, UNICEF staff no longer working for the organization should be reminded to remove any software belonging to UNICEF from their home computers or laptops.

Shareware. Downloading of shareware from electronic bulletin boards represents a real threat of simultaneously downloading computer viruses, which may then spread very quickly to different UNICEF machines. Some viruses can destroy important data as well as damage hardware if they are not found and removed promptly. The downloading and use of shareware is therefore discouraged by the IRM Office but should only be considered if the software in question is of significant use to the UNICEF Office or division. If shareware is used, any payment requested by the publishers of the shareware must be made and the office software inventory must be updated. In all cases where shareware is downloaded to a UNICEF computer great care must be taken to protect against virus infection and it is strongly recommended that IRM Assistants or focal points assist in the process of downloading and then scanning the shareware for viruses.

IV. SOFTWARE INVENTORY

A central log of all UNICEF software must be established by every office. For Headquarters, this log will be maintained by the IRM Office in coordination with the focal points. The IRM Office will provide all offices with a diskette containing a simple log including the minimum information which must be maintained for every software package purchased. At the end of each year (31 December), a diskette with a copy of this log should be sent to the IRM Office so that a global UNICEF software inventory may be maintained.

V. CONTROLS

Heads of Offices and Divisional Directors/HQ Section Chiefs are asked to designate a focal point for software management in their office and inform all staff of this policy. IRM Assistants and computer focal points should periodically ascertain that no illegal or non-authorized software is present on PCs and report their findings to their Divisional Director or Representative, who should then ensure that any illegal software is deleted by the users.

Offices should advise the IRM Office at the end of each year of the need for additional concurrent licenses. Supply Division will re-negotiate and update site license and maintenance agreements with the different software publishers once a year based on information received from Field Offices and Headquarter locations.

Any comments or questions on this software management policy should be addressed to the Director, IRM Office, NYHQ.

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SOFTWARE LOG

Office/Division: _____

Page ____ of ____

Year: _____

Software & Version	Registration # of Software	Purchase Order #	Date Purchased	Name of User	Hardware Serial #	Software Storage Location	COMMENTS

Computer Coordinator's Signature and Date _____

**SOFTWARE LOG
DESCRIPTION OF FIELDS**

Office/Division	Each office should maintain one software log. In countries where there is a regional, country and GCO office each should maintain its own log and clearly indicate which office the log is for. In New York each division should maintain its own log.
Year	Enter the year for which the log is being maintained.
Software & Version	Enter the name of the software package and its version number.
Registration # of Software	Enter the registration or serial number of the software package.
Purchase Order	Enter the purchase order number by which the software package was purchased. If a purchase order was not used to purchase the software enter "NO P.O.".
Date Purchased	Enter the date the software package was purchased.
Name of User	Enter the name of the user on whose PC the software will be loaded.
Hardware Serial #	Enter the serial number of the PC to which the software will be loaded.
Software Storage Location	All software should be copied to a back-up set. The original copy should be stored in a secure, safe, cool and dry location. Enter the exact location of that storage area.
COMMENTS	Enter any additional comments you feel are necessary.