

GENERAL

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| Effective | October 1st, 2015 |
| Author / Maintainer | METS I.T. Service Management |
| Responsibility / Owner | Executive Vice-President, Media Technology and Infrastructure Services |
| Approver(s) | Executive Vice-President, Media Technology and Infrastructure Services |
| Related to Policy | 2.5.1: Use of Technology Assets Policy 2.3.06: Procurement Policy 2.3.2: Assets - Procedures and Guidelines Electronic Waste Recycling Program |

OBJECTIVE

The objective of the ITAM (Information Technology Asset Management) Directive is to ensure the efficient and thorough tracking (inventory) and use of IT assets (hardware & software) from acquisition to disposal, to ensure compliance with software usage, and to optimize the use of IT assets. It also offers direction to allow informed business decisions about IT assets, while considering benefits, costs and risks.

CBC/Radio-Canada has established a comprehensive software asset management (SAM) program to manage software assets and compliance with software contracts and licenses. This will ensure compliance with all applicable internal policies and procedures and will facilitate financial efficiency by treating software as an important corporate asset.

SCOPE

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| Audience | All full-time and part-time employees, contractors and partners doing business on behalf of the Corporation, as well as all business units in all operating locations. |
| Processes | All CBC and Radio-Canada business processes related to the acquisition, moving, changing and disposal of IT assets. |
| Systems | All CBC and Radio-Canada devices and platforms (including SaaS, PaaS, IaaS). |

DEFINITIONS

ITAM (Information Technology Asset Management): The governing process to manage all hardware and software assets. Detailed hardware and software inventory information is gathered and used to enable key decision-making about the financial, contractual, and inventory status of assets and to support the management of their life cycle. ITAM assists organizations by providing the necessary insight to save time and money through the negotiation of volume based rebates, by avoiding unnecessary purchases, by preventing licence non-compliance penalties, and by allowing IT assets to be reused and redistributed efficiently.

Application software: Commercial software applications, internally developed applications, Open Source software, "Freeware" executed locally or by remote access.

Asset: A combination of hardware (servers and personal computer hardware), virtual machines and software.

COTS: Commercial Off-the-Shelf Software.

End-user licence agreement (EULA): The contract between the licensor and purchaser of computer software, establishing the purchaser's right to use the software.

Hardware: All physical computers (laptops, desktops, servers, etc.).

IaaS: Infrastructure as a Service.

ITAM software tool: Software application that supports CBC/Radio-Canada's ITAM inventory and processes.

METS: Media and Enterprise Technology Services.

METS I.T. Service Management department: The department within METS responsible for the planning and delivery of IT services to the Corporation.

Operating system: System software that manages computer hardware resources and provides common services for computer programs. Common operating systems include Windows, Unix/Linux and MAC OS.

PaaS: Platform as a Service.

Personal computer: A general purpose computer running end-user software directly operated by an end-user.

SaaS: Software as a Service.

SAM database: Software asset management database.

Server: A computer running a server software providing services to other computers or end-users.

Software: All applications and operating system software installed on physical or virtual machines.

Virtual machine (VM): Virtual personal computer or virtual server.

STATEMENTS**1. Asset Inventory**

All assets must be identified and their detailed configuration reported to the central database using the ITAM software tool. The ITAM software tool also tracks all contracts and license purchases, license entitlement and licencing models. Standard reporting is provided to users on demand regarding current license inventory, license usage and license type. Controls are configured to alert in the event of black-listed software or non-compliance issues.

2. Hardware and Software Asset Lifecycle**Acquisition**

- Assets are purchased in accordance with the Corporation's procurement policy (2.3.6), using approved procurement processes. Procurement and METS collaborate on all asset acquisitions to ensure that assets are purchased with appropriate terms and conditions and to establish the best licensing and pricing models possible.

Deployment

- Assets must be deployed and installed by authorized personnel only. Software is primarily deployed (where license terms permit) using remote deployment tools. Local software installations must be carried out only by authorized personnel or approved third parties. Software downloaded from the Internet or personal software purchased by end-users must also be installed via this same process.
- Usage monitoring will identify unused software which will subsequently be uninstalled and redeployed elsewhere in the organization. The reuse of software licenses will be carried out in line with vendor terms and conditions relating to redeployment and license transfer between users and/or devices.
- Hardware lifecycle management must follow CBC/Radio-Canada Policy 2.3.2: Assets - Procedures and Guidelines.

Retirement

- Software no longer required for business use will be retired (decommissioned) and installations removed. Any associated copies or packaging will be archived or destroyed in line with vendor requirements. Support and maintenance may be cancelled or contracts terminated as appropriate.
- Hardware that is no longer required will be recovered, decommissioned and disposed of in accordance with CBC/Radio-Canada's Electronic Waste Recycling Program.

3. Software License Management

Software

- **Third-party software (Commercial Off-the-Shelf - COTS)** - Software purchased from third parties is licensed, not owned. CBC/Radio-Canada will use such software in compliance with the contractual terms and conditions or End-User License Agreement (EULA). This includes business systems provided by third parties that are accessed via the Internet (e.g. SaaS, PaaS, IaaS). Details of all software purchases and associated license terms and conditions are held in the SAM database.
- **Internally-developed software** - CBC/Radio-Canada owns the rights to internally-developed software, but may still be bound by terms and conditions relating to elements owned by third parties (including open source). It is therefore important that these are documented and any internally-developed software is used in line with these terms and conditions. Details of all internally-developed software and its associated usage terms and conditions are held in the SAM database.
- **Open-source software** - CBC/Radio-Canada is granted the right to use open-source software. Open-source licenses may have some restrictions, particularly regarding the expression of respect to the origin of software, such as a requirement to preserve the name of the authors and a copyright statement within the code, or a requirement to redistribute the licensed software only under the same license. Details of all open-source software and its associated usage terms and conditions are held in the SAM database
- **Free software** - CBC/Radio-Canada is granted the right to use free software at no cost under a General Public License (GPL) widely used for free software. Free software may have some restrictions, particularly regarding the expression of respect to the origin of software, such as a requirement to preserve the name of the authors and a copyright statement within the code, or a requirement to redistribute the licensed software only under the same license. Details of all free software and its associated usage terms and conditions are held in the SAM database
- **Development Licenses** - Development licenses may have different terms and conditions than standard product software. Developers are expected to ensure compliance with these terms and conditions. Development software must be used only within designated development environments. Details of all development licence software and its associated usage terms and conditions are held in the SAM database

Entitlement / Reporting / Audit

- **Entitlement management** - CBC/Radio-Canada will keep comprehensive records of entitlement data, including contracts, EULAs, purchase records and any other data that may be used to prove software and/or subscription use rights.
- **Reporting** - CBC/Radio-Canada's ITAM software tool will report on asset inventory, deployment level, usage and software license compliance. Triggers and alerts will be launched based on specific criteria introduced to report abnormal deployment or blacklisted software. Remedial action will then be taken by METS I.T. Service Management department to have the situation corrected.
- **Software audits** - Software vendor contracts generally include the right to audit CBC/Radio-Canada in order to validate our compliance with the terms of the contract. All requests for audits should be escalated to METS I.T. Service Management department immediately, whether the approach is formal or informal. METS I.T. Service Management has the option to perform internal audits from

time to time and request necessary actions in order to maintain software license compliance and reduce risk of non-compliance.

4. Interpretation and Application

- METS I.T. Service Management department is responsible for overseeing the application of this Directive.
- The Executive Vice-President, Media Technology and Infrastructure Services, oversees CBC/Radio-Canada's appropriate use and governance of IT assets, approves this Directive and ensures the proper allocation of resources to support this Directive. Once a year, METS I.T. Service Management will report on the status of the ITAM program and make recommendations, as necessary, to optimize asset usage, mitigate possible risk and make informed business decisions.

REVISION HISTORY

| Date | Version | Approver | Summary of Change |
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| 2015-10-01 | 1.0 | | |
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