

# UNC-CH School of Dentistry Policy

## Application Inventory, Support and Registration

### Introduction

The University of North Carolina at Chapel Hill School of Dentistry owns and manages hundreds of personal computers and thousands of application programs. While OCIS does maintain a very strong configuration control policy regarding the School's servers and infrastructure, the same cannot be said for the myriad desktop and laptop applications. Legal, logistic and financial forces strongly influence the need to exert positive control over the current state of affairs.

### Purpose of Policy

To outline the responsibilities of OCIS and SoD units with regards to the applications used within the School of Dentistry.

### Audience

This Policy applies to all UNC-Chapel Hill School of Dentistry (SoD) computing devices<sup>1</sup> owned or managed through UNC-Chapel Hill.

### Definitions

**End User License Agreement (EULA)** – A legal contract between the manufacturer and/or the author and the end user of an application. The EULA details how the software can and cannot be used and any restrictions that the manufacturer imposes (e.g., most EULAs of proprietary software prohibit the user from sharing the software with anyone else).

**Software License**<sup>2</sup> – A legal instrument (usually by way of contract law, with or without printed material) governing the use or redistribution of software. Under US copyright law all software is copyright protected, except material in the public domain.

**Software Registration** – A process through which an end user transfers required registration information and the software owner transfers consent to the license. Successfully registering a software application often activates the software for legal use by the end user or enterprise.

## Policy

### Policy Statement

SoD Policy is:

1. All publically available software installed on School-owned or managed computing devices must be [approved, legal, licensed and registered for use](#).

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<sup>1</sup> For purposes of this Policy, the term "Computing Devices" means desk top, laptop or tablet computers.

<sup>2</sup> For purposes of this Policy, the terms "End User License Agreement" and "Software License" are synonymous

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2. The Department shall conduct an annual inventory (see below) of all School-owned desktop and laptop computers to include all resident application software. A copy of the completed inventory shall be delivered to OCIS.
3. The Department or individual (Faculty, Staff, Student, Temporary Employee, Visitor) to whom the application software is registered is responsible for contacting the application publisher for support/assistance specific to that application.
4. Personally-owned (BYOD<sup>3</sup>) devices are the responsibility of the individual owner.
5. OCIS is responsible for the support and maintenance of all servers and operatory workstations.
6. OCIS support of desktop and laptop application programs is limited to “Good faith effort<sup>4</sup>” to return an application program to a functional/usable state. OCIS will not make any attempt to fix or repair software errors found within commercial application software.

### **Compliance**

SoD could be held liable for unlicensed software that is installed on School computers, whether the installation was intentional or not. The consequences could include being required to purchase additional software, pay fines and undergo a resource-intensive audit process.

### **Compliance Statement**

Failure to adhere to this policy and its procedures and standards may adversely affect financial and/or legal position of the School. Any non-registered (non-legal) application software (or copies running the same license key<sup>5</sup>) operating on School-owned computing devices is subject to immediate removal by OCIS. “Fair Use”, codified in 17 U.S. Code §117 and amplified by UNC [Chapel Hill Campus Copyright Policy](#) will be determined by the Office of University Counsel. Students intentionally installing non-registered or copied application software on School-owned devices will be subject to the Honor Code.

### **Roles and Responsibilities**

OCIS shall create, distribute and maintain a set of processes and procedures to conduct, record and retain an inventory of existing software. Departments are responsible for validating the list provided by OCIS.

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<sup>3</sup> BYOD – Bring Your Own Device - See UNC-SoD Mobile Device Support Policy

<sup>4</sup> “Good faith effort” is an implied contractual term and it is defined as “what a reasonable person would determine is a diligent and honest effort under the same set of facts or circumstances” *Troutt v. City of Lawrence*, 2008 U.S. Dist LEXIS 61641 (S.D. Ind. Aug 8, 2008)

<sup>5</sup> Such practice, known as Software Piracy, is Unauthorized duplication, distribution or use of someone else’s intellectual property, including computer software, constitutes copyright infringement (17 U.S. Code §117) and is illegal and subject to both civil and criminal penalties.

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### Procedures to comply with policy

1. Users of School-owned computing devices contact OCIS (see below) for support and assistance.
2. Users of personally-owned computing devices may refer to the [Campus Help and Support](#) Web page, the UNC Help Desk (see below) or contact the application publisher for support.

### Related Data

#### Statutes

17 U.S. Code – United States Copyright Law

#### Policies

1. [University of North Carolina System Policy – Patent and Copyright](#)
2. [University of North Carolina Copyright Policy](#)
3. University of North Carolina [Chapel Hill Campus Copyright Policy](#)
4. UNC-CH School of Dentistry Mobile Device Support Policy

#### Contacts

##### *Questions*

David B. Rankin, IT Director SoD, Security Liaison SoD 919-537-3485

##### *Violations*

David B. Rankin, IT Director SoD, Security Liaison SoD 919-537-3485

##### *Consulting*

OCIS Staff, 919-537-3485

UNC Help Desk, 919-962-4357

UNC Information Security Office, 919-445-9393

#### History

Version	Effective Date	Author
1	02/13/2015	TAD

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### Authorization

Jane A. Weintraub, Dean, UNC School of Dentistry

Signature \_\_\_\_\_

Date \_\_\_\_\_