# SOFTWARE ASSET MANAGEMENT

1.   **REASON FOR ISSUE.**  This Directive establishes Department of Veterans Affairs (VA) policy and responsibilities regarding enterprise software asset management.

2.   **SUMMARY OF CONTENTS/MAJOR CHANGES.**  This Directive establishes VA policy concerning the management of software assets and licenses.

3.   **RESPONSIBLE OFFICE.**  The Office of Information and Technology (OI&T), Enterprise Systems Engineering (ESE), Technology Innovation Program (TIP) Office is responsible for the content of this Directive.

4.   **RELATED DIRECTIVES/HANDBOOKS/PROCEDURES.**  Process documents related to the implementation of this Directive are in development.

5.   **RESCISSIONS.**  None.

**CERTIFIED BY:**

**APPROVED BY:**

**/s/**
Stephen W. Warren
Executive in Charge
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**SOFTWARE ASSET MANAGEMENT**

**1.  PURPOSE**  The purpose of this software asset management Directive is to establish VA policy regarding the governance and management of all software enterprise license agreements including OI&T, research, medical,  construction, and engineering system software.

**2.  POLICY**

a.  Establish a program to provide central oversight authority within OI&T for managing enterprise software license agreements and software license agreements.

b.  Establish and maintain a central repository of enterprise software asset data, including software entitlement, software installed, software usage, and future software requirement projections.

c.  In accordance with "TAC IT Procurement Guidance" document, all software purchases over $100,000 will be made through a central procurement group, the Technology Acquisition Center (TAC)[1].   The Office of Inspector General and medical system software are exempt from this requirement.

d.  All enterprise software license agreement contractual documents shall have a single authoritative source for enterprise tracking, distribution, and metering.

e.  Establish an Enterprise Software Asset Governance Board dedicated to providing oversight concerning software enterprise licenses agreements (ELAs).  Membership must include representation from the following groups at a minimum:  Architecture Strategy and Design (ASD), Enterprise Operations (EO) within Service Delivery Engineering (SDE), Enterprise Systems Engineering (ESE) within SDE, Field Operations (FO) within SDE, Information Technology Resource Management (ITRM), Office of Information Security (OIS), Product Development (PD) within OI&T, CFM office within Office of Acquisition, Logistics, and Construction (OALC), Technology Acquisition Center (TAC), and Construction and Facilities Management, Health Technology Management  (HTM), Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA), Board of Veterans' Appeals, and Office of Research & Development (ORD).

f.  Enterprise software shall be installed and utilized by VA for the purpose it was purchased.

g.  Provide annual training relevant to enterprise software asset management and "best practices" to the Enterprise Software Asset Governance Board to ensure the organization stays abreast of recent technology advances and the ever-changing vendor software licensing policy complexities.

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[1] The Office of Inspector General is exempt from this requirement.

## 3.  RESPONSIBILITIES

a.  **Secretary of Veterans Affairs:**  The Secretary is responsible for:

(1) Ensuring VA adopts a Department-wide Software Asset Management program;

(2) Ensuring the VA Software Asset Management programs and related processes are integrated with the strategic planning, operational planning, and sustainment budget processes; and

(3) Ensuring Under Secretaries, Assistant Secretaries, and other Key Officials support the VA Software Asset Management program with regard to systems and services under their control.

b.  **Deputy Secretary of Veterans Affairs**:  The Deputy Secretary of Veterans Affairs is responsible for:

(1) Directing the VA Software Asset Management activities across VA and for ensuring coordination among Assistant Secretaries as required to ensure full implementation of this policy;

(2) Ensuring adherence to this policy for applicable VA employees, contractor personnel and other non-Government employees; and

(3) Ensuring the Deputy Secretary of Veterans Affairs, in coordination with VA Under Secretaries, Assistant Secretaries, and Other Key Officials, reports on the effectiveness of the VA Software Asset Management program to Congress, Office of Management and Budget (OMB), Government Accountability Office (GAO), and other entities as required by law and the Executive Branch direction.

c.  **Chief Information Officer (CIO), Office of Information and Technology**:  The VA CIO is responsible for:

(1) Issuing and approving policies, procedures and guidance for implementing and coordinating the VA Software Asset Management program;

(2) Implementing the VA Software Asset Management program as appropriate; and

(3) Directing, monitoring, and enforcing software compliance with the VA Software Asset Management program.

d.  **Deputy Chief Information Officers**:  Deputy Chief Information Officer (DCIO) for Service Delivery and Engineering (SDE), Deputy Chief Information Officer (DCIO) for Architecture Strategy & Design (ASD), Deputy Chief Information Officer (DCIO) for Product Development (PD), and other VA organizations are  responsible for:

(1) Understanding various software (ELAs) and ensuring architecture and technology roadmaps align closely with software licensing policies; and

(2) Collaborating with the Technology Innovation Program (TIP) Officeto ensure software compliance is achieved within their organization

e. **Technology Innovation Program (TIP) Office:** The TIP Office is responsible for:

(1) Developing enterprise software asset management policies and procedures:

(2) Developing a centralized software asset management dashboard to support cost-effective decision making;

(3) Establishing an Enterprise Software Asset Governance Board and providing administrative and logistical support to the board;

(4) Providing updates to the Technical Reference Model (TRM) on enterprise software entitlement and other pertinent data to ensure software ELA information on the TRM site is current and accurate;

(5) Analyzing software licensing policies within dedicated server, Virtual, and Cloud environments to ensure license cost optimization is realized; and

(6) Communicating software enterprise license agreements with Program / Project / Field Operations / Engineering Managers to ensure enterprise software license agreements are utilized and coordinated for new hardware acquisition, technology refresh, and all VA infrastructure and application development and deployment projects.

f. **Technical Reference Model (TRM) Governance Board**: The TRM Governance Board is responsible for:

(1) Conducting product reviews for all planned or requested software for use within VA to ensure compliance with applicable federal security standards; and

(2) Promoting awareness of understanding of software ELAs that currently exist in VA to the end user community.

(3) Review for medical system software will be handled outside of TRM and in accordance with VA Directive 6550. Medical software utilized on endpoints outside of Medical Device Isolation Architecture (MDIA) boundaries will be subject to TRM review and approval.

g. **Software Asset Governance Board**: The Software Asset Governance Board is responsible for:

(1) Establishing a core set of policies to guide the Software Asset Management program;

(2) Providing oversight on the management of software ELAs; and

(3) Ensures the following information for any new software is gathered, analyzed, and validated by the ELA technical / Program manager before making a recommendation to the Software Asset Governance Board:

(a) Business, functional, and software requirements that initiated the new software request;
(b) What other software ELAs are currently in place within the same software category;
(c) The costs currently incurred for the existing software ELAs and a 5 year cost estimate for the proposed new software;
(d) A 5 year software cost-benefit analysis

h. **Contracting Officer's Representative (COR)**:  The COR is responsible for:

(1) Managing software contract terms and conditions in accordance with their duties and responsibilities as designated by the Contracting Officer;

(2) Distributing existing software licenses within the organization;

(3) Communicating future software requirements to the TIP;

(4) Alerting program managers regarding upcoming software license expiration dates;

(5) Coordinating with the Contracting Officer before providing software ELA contract documentation to the TIP office; and

(6) Responsible to provide quarterly updates to the TIP office on enterprise software entitlement and other pertinent data related to software ELAs.

i. **Enterprise License Agreement (ELA) Technical/Program Manager**:  The ELA Technical/Program Manager is responsible for:

1) Software ELA budget projections;

2) Assessing the software ELA contract overall future strategy with respect to organizational needs (e.g. cloud, VMWare, mobile devices, etc.);

3) Overseeing procurement package development for software ELA renewals;

4) Assembling the project team to support software ELA needs;

5) Responsible to provide quarterly updates to the TIP office on enterprise software entitlement and other pertinent data related to software ELAs,

6) For any new software to be introduced into VA, responsible for gathering, analyzing, and validating the following information before making a recommendation to the Software Asset Governance Board:

   (a) Business, functional, and software requirements that initiated the new software request;
   (b) What other software ELAs are currently in place within the same software category;
   (c) The costs currently incurred for the existing software ELAs and a 5 year cost estimate for the proposed new software;
   (d)  A 5 year software cost-benefit analysis

7) Ensuring communication with other VA offices as required, as well as establishing and maintaining coordination between business offices and OI&T

   j. **Program / Project / Field Operation / Engineering Managers**:  Program / Project / Field Operation Managers (Network Chief Information Officers and Regional Directors), and Engineering managers who are involved with procurement activities are responsible for:

   (1) Ensuring enterprise TRM guidelines are followed during procurement process; and

   (2) Ensuring enterprise software license agreements will be used and coordinated for all procurement activities including new hardware acquisition, technology refresh, and other application development and deployment projects

   k. **Desktop/Platform Administrators**:  Desktop/Platform Administrators within OI&T are responsible for locking down workstations or servers so that only approved software is installed by authorized personnel based on job function and/or requirements.

   l. **All OI&T Employees and Contractors**:  These individuals are responsible for:

   (1) Implementing Software Asset Management activities across VA; and

   (2) Coordinating among other OI&T employees and contractors, as required to ensure full implementation of this policy.

   m. All VA End Users: All VA end users are responsible for:
   (1) Using software only for the approved functions of the ELA.

   (2) Not installing any unapproved software on Government Furnished equipment (GFE).

## 4.  DEFINITIONS:

   a. **Entitlement:** A specific right granted to a user of a licensed product, usually regarding how it may be used.

b.  **Software:**  Definitive software title that can be commercially purchased or internally developed (e.g. MS Project Pro 2008 is different than MS Project Standard 2008).

c.  **Software Compliance:**  The degree to which a consumer adheres to the terms and conditions of the software license.

d.  **Software License Agreement:**  A license to use one or more software rights to a license as specified by the software contract.

e.  **Software Rights:**  The number of instances of a specific software license defined by the software contract.