LC/DHD: 1470521

20 May 2021

Dear Mr

Thank you for your request for information under the Freedom of Information (Scotland) Act (2002).

I now respond to your request as follows:

"Please see the attached spreadsheet requesting information under the Freedom of Information (Scotland) Act 2002. The spreadsheet also provides a glossary of terms used in the questions and is the preferred method for your responses to be returned. Your authority's responses will be used to investigate the implementation of Software Asset Management and its effects on public authorities within Scotland…"

The Director of Digital Services has completed the spreadsheet received as requested. Please refer to the attached enclosure.

I trust the above response meets your request for information in full. We wish you well in your dissertation.

Should you be unhappy with the College's response you are entitled to seek a review of the response. To seek a review, you should apply, in writing, to Derek Smeall, Principal, stating the grounds for seeking a review.

I also wish to advise you that the Scottish Information Commissioner has launched an online appeals service via their website – the link is as follows:

www.itspublicknowledge.info/appeal.

Other contact information for the Scottish Information Commissioner is listed below:

Tel: 01334 464610
Email: enquiries@itspublicknowledge.info

Thank you for your interest in the College.

Yours sincerely

Pp.

Director of Corporate Services

Enc

Term	Explanation
Authorised software inventory	A list of software that is deemed as being approved to be installed on end-user devices or servers used by your authority.
End-user devices	Devices used by your authority. Includes laptops, desktops, and 2-in-1 devices (such as Surface Pro) used by the authority. **Excludes** mobile phones, tablets, and servers.
Hardware inventory	A database, report, or list of end-user devices or servers used by the authority.
Hardware life cycle	Processes that manage hardware from requirements, to acquisition, to deployment, then to retirement.
Recommended software list	A list of software that is preferred for completing certain tasks. For instance, Microsoft Project may be recommended for managing projects.
Servers	Including physical, virtual, cloud, and hybrid cloud servers used by the authority. **Excludes** any end-user devices, mobile phones, and tablets.
Software asset management	The processes to manage and control software within an organisation. It can be used to determine what software is used, what licences an organisation has, and what software licensing risks an organisation has.
Software inventory	A database, report, or list of installed software on end-user devices or servers.
Software licence entitlement inventory	A database, report, or list of software entitlements for licences purchased or acquired by the authority for use in end-user devices or servers.
Software life cycle	Processes that manage software from requirements, to acquisition, to deployment, then to retirement.
Software usage tracking	A database, report, or list that tracks usage of individual software installed on individual end-user devices or servers. This can include a date when software was last used or total time that a software was used.
Unauthorised software inventory	A list of software that is deemed as prohibited on end-user devices or servers used by your authority.
Unused software licences	Software licences deemed as being excess to requirements. This can be either because the software is installed on an end-user device or server but is not used or where the licensed software does not have a corresponding installation on an end-user device or server.

Question number	Question	Expected responses	Response - use drop down where possible
1	Do you have a hardware inventory detailing your end-user devices and servers?	Yes or No	Yes
2	Answer this question if your response to **question 1** was **yes**, do your change management processes (including service catalogue) integrate into the hardware inventory?	Yes, No, or Not applicable	No
3	Do you have a software licence entitlement inventory for software used on end-user devices and servers?	Yes or No	No
4	Do you have a software inventory of software that is installed on your end-user devices and servers?	Yes or No	Yes
5	Do you produce and investigate exception reports for the following inventories:		
5a	Hardware inventory	Yes or No	Yes
5b	Software licence entitlement inventory	Yes or No	No
5c	Software inventory	Yes or No	Yes
6	What percentage of end-user devices and servers that are in your hardware inventory are covered by your software inventory?	<25%, 25 - 50%, 50 - 75%, 75 - 85%, 85 - 95%, 95 - 100%, or Don't know	95 - 100%
7	Do you have the capability or resources to identify unlicensed software installations?	Yes or No	Yes
8	Do you have policies, rules and procedures that manage the software life cycle?	Yes - covers the full life cycle, Yes - covers part of the life cycle, or No - does not cover the life cycle	Yes - covers part of the lifecycle
9	Do you have policies, rules and procedures that manage the hardware life cycle?	Yes - covers the full life cycle, Yes - covers part of the life cycle, or No - does not cover the life cycle	Yes - covers the full lifecycle
10	Do your current software asset management processes guarantee software licence compliance?	Yes or No	No
11	Do you perform software usage tracking?	Yes or No	No
12	Do you identify and reuse unused software licences?	Yes or No	Yes
13	Answer this question if your response to **question 12** was **yes**, does your authority have processes in place to reuse these licences before buying new ones?	Yes, No, or Not applicable	No
14	Do your current processes allow the alignment of investments in IT with strategic objectives?	Yes or No	Yes
15	Do you have a centralised team for purchasing software licences?	Yes or No	Yes
16	Do you have the following inventories:		
16a	Authorised software	Yes or No	Yes
16b	Unauthorised software	Yes or No	No
17	Do you have a list of recommended software for employees to use?	Yes or No	Yes
18	Do you promote the use of existing systems or software before buying new systems or software?	Yes or No	Yes
19	Does your software asset management programme integrate into the following areas:		
19a	Relationship and contract management	Yes or No	No
19b	Financial management	Yes or No	No
19c	Service level management	Yes or No	No
19d	Risk management	Yes or No	No
20	What was your total number of employees at the end of each of the following calendar years?		
20a	2016	Numerical value	565
20b	2017	Numerical value	573
20c	2018	Numerical value	582

20d	2019	Numerical value	540
20e	2020	Numerical value	524
21	What was the total number of end-user devices you had at the end of the following calendar years?		
21a	2016	Numerical value	2500
21b	2017	Numerical value	2500
21c	2018	Numerical value	2500
21d	2019	Numerical value	2500
21e	2020	Numerical value	3200
22	What was the total number of servers you had at the end of the following calendar years?		
22a	2016	Numerical value	circa 80 (this can't be specific due to test and RD)
22b	2017	Numerical value	circa 80 (this can't be specific due to test and RD)
22c	2018	Numerical value	circa 80 (this can't be specific due to test and RD)
22d	2019	Numerical value	circa 90 (this can't be specific due to test and RD)
22e	2020	Numerical value	circa 100 (this can't be specific due to test and RD)
23	How much did you spend on software licences for new purchases or renewals during the following years (excluding fines or settlements)?		
23a	2016	Numerical value	459,000
23b	2017	Numerical value	320,000
23c	2018	Numerical value	400,000
23d	2019	Numerical value	424,000
23e	2020	Numerical value	568,000
24	Is there a link between your software asset management processes and your IT security processes?	Yes or No	Yes
25	What was the total number of cybersecurity incidents (breaches or data loss) that occurred in the following years?		
25a	2016	Numerical value	0
25b	2017	Numerical value	0
25c	2018	Numerical value	0
25d	2019	Numerical value	0
25e	2020	Numerical value	0
26	How many of the incidents noted in **question 25** have caused downtime in the following years?		
26a	2016	Numerical value	0
26b	2017	Numerical value	0
26c	2018	Numerical value	0
26d	2019	Numerical value	0
26e	2020	Numerical value	0
27	What was the total number of fines or settlements related to software licensing that you incurred in the following years?		
27a	2016	Numerical value	0
27b	2017	Numerical value	0
27c	2018	Numerical value	0
27d	2019	Numerical value	0
27e	2020	Numerical value	0
28	How much did you spend during the following years relating to fines or settlements regarding software licensing?		
28a	2016	Numerical value	-
28b	2017	Numerical value	-
28c	2018	Numerical value	-
28d	2019	Numerical value	-
28e	2020	Numerical value	-
29	Do you have a team partially or fully dealing with software asset management?	Yes or No	Yes
30	Answer this question if your response was **yes** to **question 29**, is this outsourced to another organisation?	Yes, No, or Not applicable	No
31	Answer this question if your response was **no** to **question 30**, how many full-time employees (or equivalent) do you have working on this?	Yes, No, or Not applicable	2