

SOP:Piracy Policy

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\$Id: PiracyPolicy.lyx,v 1.3 2002/08/29 07:02:02 st_lim Exp \$

Piracy is not tolerated in the office. The piracy policy document covers the anti piracy measures within the office, and steps taken to ensure that the office is piracy free.

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1 Introduction

Software piracy is an important issue. The fact is that there is temptation all over the streets of Singapore and in neighbour Malaysia. With pirated software readily available, it is only human that users in the office will pick up the pirated software and be tempted to install the software in the office system that he/she has been assigned.

This is not acceptable. The use of Pirated Software is not only illegal, but pirated software can easily be tainted with Viruses or trojan horses that can infect the office.

This document lays the guidelines for the warning given to all employees against pirated software, and the steps taken to ensure that pirated software is not available in the office.

2 Definition

Before continuing with the rest of the document, it is important to define the context of pirated software, and what constitutes pirated software. The document deals solely with the domain of software. It is unconcerned about the use of pirated material other than that of software since that is the only possible avenue of pirating.

- "Pirate" - One who makes use of or reproduces the work of another without authorization.
- "Software" - The programs, routines, and symbolic languages that control the functioning of the hardware and direct its operation.
- "Pirated Software" - Programs obtained via illegal/illegimate means.

3 Warnings

Warnings are issued frequently. Warnings provide a sufficient incentive for employees who have or who intend to install pirated software to remove the software before attempting to install it. This warning is issued on a regular basis so that all employees are aware of the implications of using pirated software in the office and the measures that are taken to ensure the office is pirate-free. It forms part of the education process taken by the company to avoid undue/unnecessary charges that may potentially occur in the event of a software audit.

There are 3 types of warnings:

1. New Employee/Employee Handbook Warning New employees joining the company will be provided with a handout covering the piracy policy of the company. This handout will detail the company policy against piracy, and will explain to him/her how piracy will be handled in the office. A short quiz will then be done to ensure that the new user is sufficiently armed with the information required for him to avoid the use and administration of pirated software.
2. Regular Employee announcements Email will be sent regularly to all employees, reminding them of the piracy policy within the company. The email should be brief, ideally on the subject line, with a link to where the employee is able to grab a copy of the piracy policy, so that the employee is up to date with the latest information about the piracy policy, and serves as a constant reminder about the implications of using pirated software within the office. The current SOP calls for this employee announcement to be done irregularly at least 1 time a month. Spontaneous warnings issued at irregular intervals will be perceived less to be spam, and will be actually read by the users. Information detailed on each email should be distinctly different, and should provide an entertaining overview of the piracy policy. Users should be encouraged to read the content, instead of reading the headers, and deleting the announcement once he/she receives the email.
3. Regular spot checks While employees are always trusted members of the office, regular checks will be conducted to ensure that users do not abuse the trust implied upon them. The checks are done on random members of the office by a member of the system team. The Program Files directory of the system is checked to ensure that all software for which the office does not have a license for, or is not free is not in use on the system. The current SOP calls for regular checks to be done once monthly by the duty system administrator. The administrator should then compile a simple report with the following details and send it to the internal system administrator mailing list:
 - (a) Userid of inspected computer
 - (b) Date and Time of the inspection
 - (c) Programs found in the inspected computer
 - (d) Programs found to be in violation of inspected computer
 - (e) Actions taken for the pirated software.
 - (f) Suggestions provided to user for software providing the same functionality, with no cost or for which the office has a license for.

4 Removal

Steps will be taken to ensure that the office is piracy free. However, should the user choose not to follow/comply with the piracy policy, the company will have to take steps to ensure that the user does not use the software ever again.

1. Remove the software from the computer. This is done by invoking the uninstall procedure of the software. As different softwares have different uninstallation procedures, the uninstallation of the software is not covered in this document.
2. Once the software is removed, the information about the software and the offender is recorded as explained with the regular spot checks. This will be provided to the managers who will devise a fitting course of action to be taken against the offender. Depending on the content of the software, a penalty will be imposed on the offender to deter him from using the software again.

5 Conclusion

This document highlights the negative impact of piracy within the office. With the cooperation of everyone in the network, the office will be better served.