Policy-Software Installation

Allowing employees to install software on company computing devices opens the organization up to unnecessary exposure. The introduction of malware from infected installation software, unlicensed software which could be discovered during audit, and programs which can be used to hack the organization’s network are examples of the problems that can be introduced when employees install software on company equipment.

# Purpose

The purpose of this policy is to outline the requirements around installation software on COMPANY owned computing devices. To minimize the risk of loss of program functionality, the exposure of sensitive information contained within Link3’s computing network, the risk of introducing malware, and the legal exposure of running unlicensed software.

# Scope

This policy applies to all Link3’s employees, interns, contractors, vendors and agents with a Link3-owned mobile devices. This policy covers all computers, servers, smartphones, tablets and other computing devices operating within Link3 Technologies Ltd..

# Policy

* Employees may not install software on company owned computing devices operated within the corporate network.
* Software requests must first be pre-approved by the requester’s manager and then be made to the Information Technology department or Help Desk in writing or via email.
* Software must be selected from an approved software list, maintained by the Information Technology department, unless no selection on the list meets the requester’s need.
* The Information Technology Department will obtain and track the licenses, test new software for conflict and compatibility, and perform the installation & relevant updates.
* GNU open license (open source) & sharewares which are of no "threat" to network infrastructure, which would be free from malware (which will not destroy legitimate software licenses), at least digitally signed by the publisher, would be labeled "Legitimate Requirement" and users will be able to use them, and will be periodically uploaded to the "Software Center" provided the Active Directory. But cracked/patched/pirated software(s) should not be used across the system, as it poses catastrophic threat beyond recognition.

# Standard Software (Pre-Approved)

 The following applications are recommended for staff computers:

* Adobe Reader
* Foxit Reader
* Adobe Flash Player
* Mozilla Firefox or Chrome Browser
* Microsoft Office Professional
* System Center Endpoint Protection (Antivirus)
* For eAudiobook use: iTunes, Windows Media Player 11 and Standard Download Manager that’s built into windows. If you are in need of a download accelerator, send the request to IT or Software request portal.
* For eBook use: See above.
* SNMPc for collecting valid network insights by Technical/IT team
* EyeBeam Software for HelpDesk seats

# Employees may request software such as Google Earth or Windows Live Messenger, Microsoft OneDrive, BropBox. It is up to the computer administrator or IT department to determine if these applications pose any security threats or have any other impacts on the computers, such as performance impacts, transmission of official documents over the internet etc. As a general practice, other than the assigned or pre-approved software’s, you cannot install any software, as policy applies to all organizational computers.

# Furthermore, GNU open license (open source) & sharewares which are of no "threat" to network infrastructure, which should be free from malware (which will not destroy legitimate software licenses), at least digitally signed by the publisher, would be labeled "Legitimate Requirement" and users will be able to use them, and will be periodically uploaded to the "Software Center" provided in the Active Directory Computers. But cracked/patched/pirated software(s) should not be used in any or across the system. Moreover, complete pre-approved software list can be found under Annexure-A of this policy.

# Policy Compliance

* 1. Compliance Measurement

The IT team will verify compliance to this policy through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner or to the management.

* 1. Exceptions

Any exception (such R&D devices) to the policy must be approved by the IT team in advance.

* 1. Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

# Enforcement

Any Staff member found to have violated this policy may be subject to disciplinary action, up to and including termination.

# Distribution

This policy is to be distributed to all Staff members with access to Company’s Information Resources.

# ANNEX-A

# PRE-APPROVED SOFTWARE LIST

## CTG-WI

|  |  |  |
| --- | --- | --- |
| S/L | Software Name | Remarks |
| 01 | Foxit Phantom PDF Writer | PDF Editing |
| 02 | Microsoft Visio Professional 2007 | Network Design |
| 03 | Microsoft Office Professional plus 2013 | Office work |
|   | Google Earth Professional | RF Link Survey |
|   | Adobe Acrobat reader Dc |  Reading |
|   | Ccleaner |  Maintenance Utility  |
|   | Microsoft Security essential |  Anti Virus |
|   | Video Lan 0.8.6.e | Watch Video |
|   | Team Viewer 9 | Remote Management |
|   | Win RAR 4.20 | File ZIP& Unzip |
|   | USB Disk Security | Security |
|   | DU Meter | Bandwidth Check |
|   | UniPDF | PDF to Word Converter |

## CTG-CSD

|  |  |  |
| --- | --- | --- |
| S/L | Software Name | Remarks |
| 01 | Microsoft Office, Micorosoft Visio, Google Earth, Google Chrome, Foxit Pdf Reader/Writer, Adobe Pdf Reader, Winzip, WinRar, 7-Zip, GOM Player, Firefox, Opera, Thunderbird, Eudora, InfraRecorder, CDBurnerXP, ImgBurn, Ccleaner, DU Meter, Ping Plotter, SSH Emulator, SecureCRT, Putty, Skype, Yahoo, Pidgin Messenger, YTD, aTubeCatcher, IDM, FDM, Filezila, Avast, AVG, Avira Antivirus, Java JRE 7 , Vmware Workstation, VirtualBox, Teamviewer, Anydesk, Ammy Admin, Wireshark, 3CDeamon, Hyper Terminal, Microsoft Windows 10, Microsoft Windows 7, Centos 7, Red Hat Enterprise 7 | For every person |

## CTG-FI

|  |  |  |
| --- | --- | --- |
| S/L | Software Name | Remarks |
| 1 | Microsoft Office, Micorosoft Visio, Google Earth, Google Chrome, Foxit Pdf Reader/Writer, Adobe Pdf Reader, Winzip, WinRar, 7-Zip,Firefox, Ccleaner, DU Meter, Ping Plotter, SSH Emulator, SecureCRT, Putty, Skype, Yahoo, IDM, Filezila, Internet Security, Vmware Workstation, VirtualBox, Teamviewer, Anydesk, Ammy Admin, Wireshark, 3CDeamon, Hyper Terminal, Micosoft Windows 10, Microsoft Windows 7. | For every person |

## Cox-Bazaar

|  |  |  |
| --- | --- | --- |
| S/L | Software Name | Remarks |
| 01 | Microsoft Office, Micorosoft Visio, Google Earth, Google Chrome, Foxit Pdf Reader/Writer, Adobe Pdf Reader, Winzip, WinRar, 7-Zip, Firefox, Opera, Thunderbird, Eudora, InfraRecorder, CDBurnerXP, ImgBurn, Ccleaner, DU Meter, Ping Plotter, SSH Emulator, SecureCRT, Putty, Skype, Yahoo, Pidgin Messenger, YTD, aTubeCatcher, IDM, FDM, Filezila, Avast, AVG, Avira Antivirus, Java JRE 7, Vmware Workstation, VirtualBox, Teamviewer, Anydesk, Ammy Admin, Wireshark, 3CDeamon, Hyper Terminal, Micosoft Windows 10, Microsoft Windows 7, |  For every person |
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Noakhali

|  |  |  |
| --- | --- | --- |
| S/L | Software Name | Remarks |
| 01 | Microsoft Visio Standard | Network Design |
|  | Foxit Phantom PDF Writer/Adobe Reader | PDF Editing |
|   | Winbox | Configuring Mickrotik router |
|   | Hyperterminal | Configuring Cisco/Mipou router/Switch |
|   | TeamViewer | Screen sharing from remote end. |
|   | SSH  Secure Shell client | Access router from remote end. |
|   | Google earth | Survey P2P Radio link  |
|   | Microsoft office package | Making Document /mailing |
|   | Avast | Internet Security |
|   | Wireshark | Bandwidth monitoring in LAN |
|   | 3CDaemon | P2P Bandwidth testing   |
|   | DU Meter | Bandwidth Check |
|   | Win RAR 4.20 | File ZIP& Unzip |

DHK-WI

|  |  |  |
| --- | --- | --- |
| SL | Software Name | Remarks |
| 1 | Microsoft Office |   |
|  | Microsoft Visio Standard | Network Design |
|  | Foxit Phantom PDF Writer | PDF Editing |
|  | Google earth pro |   |
|  | Team viewer | Remote Access |
|  |  HFS |  FTP |
|  | SSH | Hardware Communication |
|  | Putty | Hardware Communication |
|  | Win box | Hardware Communication |
|  | Solar Wind | Interface Monitor |
|  | IDM | Internet Throughput Check |
|  | DU Meter | Bandwidth Measurement |
|  | Ping Plotter | ICMP tools |
|  | GNS3 | Network Simulation |

DHK-FONOC

|  |  |  |
| --- | --- | --- |
| SL | Software Name | Remarks |
|  | Microsoft Office |   |
|  | Microsoft visio |   |
|  | Foxit Phantom |   |
|  | Teamviewer |   |
|  | Mozilla firefox browser |   |
|  | Uc browser |   |
|  | Xshell 4 |   |
|  | Putty |   |
|  | 3cdaemon |   |
|  | hfs/ftp |   |
|  | Hyperterminal |   |
|  | Microsoft office |   |
|  | Any desk |   |
|  | vmware vsphere client |   |
|  | oracle vm virtualbox |   |
|  | du meter |   |
|  | solarwinds |   |
|  | wireshark |   |
|  | Packet tracert |   |
|  | GNS3 |   |
|  | winbox |   |
|  | atube catcher |   |
|  | itunes |   |
|  | winzip |   |
|  | winmtr |   |
|  | camtasia studio  |   |
|  | internet download manager |   |
|  | nitro pro 9 |   |
|  | Ammyy admin |   |

DHK-CS

|  |  |  |
| --- | --- | --- |
| SL | Software Name | Remarks |
|  | Microsoft Office | For Office |
|  | Microsoft Visio Standard | Network Design |
|  | Foxit Phantom PDF Writer | PDF Editing |
|  |  YTD Video Downloader/ Internet Download Manager |  For checking download |
|  |  WinPcap | Wireshark dependency |
|  | VLC Player,KMplayer | For Video Play |
|  | SNMPc Network manager | For Monitoring Client |
|  | Skype | For communication Purpose |
|  | Printer Driver | For Printer use |
|  | Power Zip/Winzip/Winrar | For Zip purpose |
|  | Oracle VM Virtual Box/VMware Work station | For virtual OS (R&D) |
|  | Nmap | For Scan OS TS purpose |
|  | Mozila Firefox/Safari/Google crome | For Browsing |
|  | Wireshark | For LAN troubleshoot |
|  | GNS 3 & Packet Tracer | For Simulation |
|  | DU Meter | For Bandwidth check |
|  | Advance IP Scanner | For Troubleshoot purpose |
|  | HFS | For Troubleshoot Purpose |
|  | Google Earth | For Survey |
|  | Allot | Bandwidth monitor tool |
|  | Winbox | To access Mikrotik |
|  | SSH, Xshell | To access comm: dev: |
|  | Airport utility | To access Apple WiFi router |
|  | Team viewer/Any desk/ammyy admin | To access remotely |
|  | HP scanner | For Scanning |
|  | Outlook | For Mail |
|  | Acrylic Wifi | To check Wireless Connectivity |
|  | Adobe Reader, | For PDF |
|  | Ping potlar+ Win MTR | For Ping and tracert |
|  | Filezila | For File share or other Troubleshoot |
|  | Foxit Phantom PDF Writer | PDF Editing |
|  | dot Net Fx-40 and wincap | Wimax Radio tools |
|  | Do PDF | PDF Creat |
|  | Blue Stack | Check google play store |
|  | Wimax Factory Default Tool | Wimax reset tool |
|  | Ubnt discovery | IP checker for radio |
|  | Advance IPScanner | Network Tools |
|  | Avrokeyboard | PC Tools |
|  | eyebeam | Virtual ip phone |
|  | iperf | B/W checker |
|  | itunes | Apple mobile syncer |

HELP DESK

|  |  |  |  |
| --- | --- | --- | --- |
| S / L | Software Name | Quantity | Remarks |
| 1 | Microsoft Visio Standard | 8 | Network Design |
| 2 | Foxit Phantom PDF Writer | 8 | PDF Editing |
| 3 | Ping Plotter | 10 | Network Troubleshooting and Diagnostic |
| 4 | Eyebeam | 40 | VOIP Softphone (Inbound & Outbound Call) |
| 5 | WinRAR | 10 | Confidential File Zip & Unzip  |