





Operation/Task:	Workstation Software Approval Process			Equipment:	NA
Owner:	Vice President of Technology	Date Prepared:	11/23/15	Department Responsibilities:	IT Support Team
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction documents procedures for evaluating and approving software for use on corporate workstations.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Introduction: All software and applications need to be approved by the Vice President of Technology before they are used on a corporate owned workstation.	Scope All corporate owned workstations.	Software and applications need to be evaluated for functionality and security to ensure they will not negatively impact production or expose the organization to unnecessary risk.
2		Define Business Need	Request for new software is entered into TrackIt by a department manager. Request includes: <ul style="list-style-type: none"> • Name of software and vendor • Valid business reason/need for the software • Who will be using the software • If the software will be processing confidential information (PHI, PII, etc.) 	There needs to be a documented business reason/need for the new software/application in question.
3		Evaluate Software, Business Need, Requirements, and Dependencies	IT Support Team evaluates the requirements and dependencies of the software for feasibility and potential conflicts with existing processes and systems. <ul style="list-style-type: none"> • Commonly used software • Licensing requirements • Supported/updated by vendor • Evaluate alternative software • Validate business reason/need • Required OS • System resources • Required applications 	The software and business need must be evaluated and accepted. It must be possible to meet the requirements of the software as well as ensure it does not negatively impact existing processes/systems.

4	◆	Security Evaluation	<p>Evaluate the security of the software.</p> <ul style="list-style-type: none"> • Supported/updated by vendor • No known vulnerabilities or security risks • If the software transmits data outside of the corporate network • If the software requires local admin rights for execution • If the software will be processing confidential information • Meets corporate security requirements (e.g. password complexity) 	The software must be evaluated for potential security risks.
5		Approved/Denied	<p>If software is denied (due to invalid business reason, incompatibility, or security risk) the requester is notified and the TrackIt request is closed.</p> <p>If the software is approved:</p> <ul style="list-style-type: none"> • Approval by the Vice President of Technology and documented in CAPS meeting agenda/notes • Software is added to the necessary user groups on the Approved Software list • Software is installed • Requester is notified and the TrackIt request is closed 	The software needs to be approved or denied and documented.

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Nick Fiorenza	11/23/15

Rev 2	Added Revision History table	Nick Fiorenza	8/1/16
Rev 3	Revised Purpose and Step #1 Introduction.	Nick Fiorenza	8/17/16
Rev 4	Removed header and table of contents Revised header, font type, font size to be consistent with other SOPs Changed owner from Frank Powell to IT Systems Manager Changed Department Responsibilities from All IT to IT Support Team In step 1 changed the approver of new software packages from "member of CAPS" to IT Systems Manager In step 3 replaced IT Business and Compliance Team with IT Support Team In step 4 replaced GLS with corporate In step 4 removed line about escrow agreement	Mike Starrett	1/8/21
Rev 5	Reviewed by Eric Crichton, no changes made		8/30/23
Rev 6	Updated owner to Vice President of Technology	Mike Starrett	11/4/24