

The Faculty of Medicine
Administrative Productivity Package (APP)
Microsoft Software Licensing
May 2012

The Faculty of Medicine runs a suite of server software that is collectively named the Administrative Productivity Package (and formerly known as the “Exchange Service”). The APP includes a Microsoft software licensing component, which is described below.

Many of the faculty and staff at the Faculty of Medicine depend on Microsoft software to do their day to day work. Their computers run on Microsoft operating systems, they use Microsoft Office as their productivity suite, and they connect to a central Microsoft Exchange email server and file server (which is what the APP is based on). Mac users often use Microsoft Office for Mac, the latest version of which (2011) includes Outlook for Mac, and provides the highest level of compatibility possible with Exchange.

The problem is that, until now, the licensing of this software at the Faculty of Medicine has not been centrally managed, which has led to a number of significant issues:

- A complex patchwork of OS and Office versions in use, which complicates support and also introduces many file compatibility issues;
- Widespread use of the lowest possible “level” of Windows operating system, which does not include features such as encryption and virus protection;
- Inevitable “gaps” in licensing, meaning that departments may not have up-to-date licenses for all of the computers they are using;
- A shortfall in the number of Exchange Client Access Licenses due to the popularity of the Faculty of Medicine’s Exchange server;

To address these issues Information + Technology Services has negotiated a “Campus Agreement” with Microsoft, which provides a simple way of blanket-licensing groups of users for all of the Microsoft software that they use regularly, based on a relatively simple head count. Each user covered by this agreement gets a license for the following:

- Windows 7 Enterprise (including Bitlocker encryption and Forefront anti-virus)
- The latest version of Office for Windows (2010) or Mac (2011)
- Microsoft Exchange and File Server client access licenses (CALs)

Starting in 2012 the Faculty of Medicine will cover the cost of this program for all users of the Faculty’s Administrative Productivity Package. If purchased separately, these licenses would cost at least \$220 on the Microsoft Select plan offered by the Software Licensing Office. The software can be used on a work computer and on a laptop (if the user has one), and in addition, each user has the option (for just \$12) to use the same Microsoft software at home.

By enrolling our APP users into the Microsoft Campus Agreement, we obtain the following benefits:

- The ability to upgrade all users to the current version of Microsoft software, reducing support costs, simplifying upgrades, and eliminating file incompatibility;
- Ensuring that all administrative users within the Faculty have the proper and complete software and CAL (server access) licensing;
- Eliminating the need to track software licenses on a user or device or departmental level, which can be a major source of administrative overhead;
- The ability to enforce the use of enterprise-grade encryption (Bitlocker) on all Faculty of Medicine computers, including laptops and even USB keys.

This plan will save departments money because they will no longer need to pay for Microsoft licenses, should they wish to upgrade. They will also save money on new computer purchases, as they can opt for the lowest available version of Windows and get an upgrade to Windows 7 Enterprise through the program (saving \$60 per computer).

All upgrades at the Faculty of Medicine done as part of the Microsoft Campus Agreement will be performed by the Discovery Commons. There will be a charge for the labour involved in the upgrade, but not for the software itself. Upgrades will be scheduled based on a number of factors, including (but not limited to) the order in which requests are received, technician availability, network readiness, and office size. For more information on the program, or to request an upgrade for your department, contact the Service Desk by email at discovery.common@utoronto.ca, or by phone at 416-978-8504.