

# Getting Started with SaaS

SaaS Procurement Policy - SAMPLE

## Purpose

This policy applies to the deployment of Software-As-A-Service (SaaS) at <COMPANY>. SaaS has a number of advantages including easy deployment, high performance, and interoperability. However, the correct controls need to be in place in order to ensure that <COMPANY> meets legislative, regulatory, and corporate governance requirements and to also ensure the safety and security of our operations.

## Scope

This policy applies to usage of all SaaS services whilst carrying out work for <COMPANY>. As such, the scope extends to SaaS applications that you may be using on your personal devices, if they are used for company business. Please note that free services are in scope, as are applications that complement other services. For example, a plugin or browser extension connected to your corporate email account.

## General Principles

<COMPANY> recognises that employees are able to make informed decisions as to selecting the best tools to carry out their jobs. Whilst corporate standard SaaS apps exist these will not fit every use case and Departments & Users are free to choose their own tools. In such cases, departmental budgets are to be used to purchase these tools.

Departments also have the option of requesting IT & Procurement to source or provide SaaS applications on their behalf. Funding for such applications will be provided from the central IT application budget. In general, a company standard application for the required capability will be provided.

The use of SaaS applications and services must comply with existing company policies for the use of IT Services including but not limited to;

- Acceptable Use Policy

- Privacy Policy

- Data Security Policy

- Data Retention Policy

## Policy

### 1. Financial thresholds

Departmental services costing less than £<threshold> per user per month may be sourced without assistance from IT or Procurement, but remain subject to this policy.

## 2. Security & Privacy

Prior to using a SaaS service, you must ensure that it meets <COMPANY'S> Security & Privacy policies. These are available from those respective teams. You are reminded that improper use of SaaS applications can leave the company open to considerable fines and reputational risk and may lead to disciplinary action. The Security & Privacy teams are on hand to assist you with assessing the suitability of a particular service.

## 3. SaaS application library

The IT Asset Management (ITAM) team maintains a list of SaaS applications either currently in use or pre-authorised for use. This library is searchable by capability (e.g. file-sharing, web-conferencing) and cost. The purpose of this library is in order to ensure that, where possible, <COMPANY> standardises on SaaS services for particular use cases.

## 4. Reporting

Should you choose to source your own SaaS solution please inform the ITAM team. Provide the name of the application, the purpose for which it is being used, and the business owner of the application. For example;

Name: Zoom

Website: <http://www.zoom.us>

Purpose: Web Conferencing

Owner: Department Head

Monthly cost per user: Free

## 5. Monitoring

The ITAM team utilise automated tools to identify and catalogue SaaS usage across the <COMPANY> network.

## 6. Procurement

Initially, it is acceptable for departments to source SaaS applications via company payment cards or expense accounts. This ensures that <COMPANY> is not committed to a service which may, over time, fall out of use. Once a SaaS service is part of your business-as-usual activity you must ensure a formal contract is in place. Procurement are available to assist you with this.



## 7. Budgeting

Department-sourced SaaS applications will only be funded from departmental budgets.

## 8. Support

SaaS application contracts often include end-user support. For this reason, IT & Service Desk will not provide support for department-sourced SaaS applications.

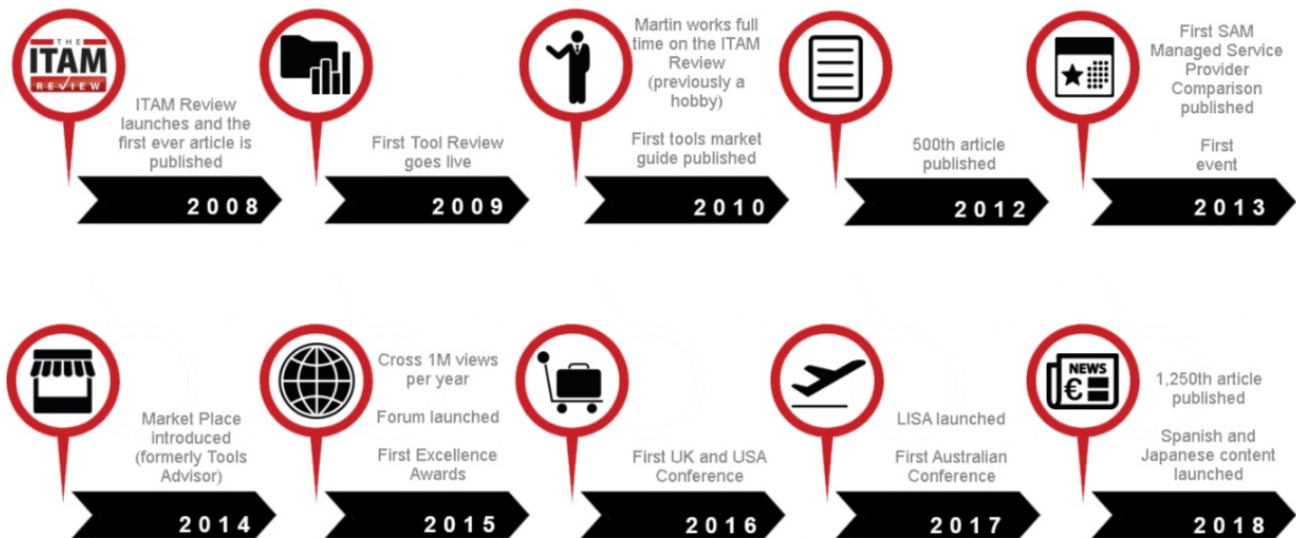
## 9. Cessation of Service

If you choose to stop using a service, you must ensure that all <COMPANY> data stored in that service is kept in accordance with <COMPANY> Data Retention policy. Where services have been connected together (e.g. a calendar scheduling application for Gmail) the permissions granted to ceased applications must be removed.

## 10. SaaS Management Service

The ITAM team are available to assist you in managing your departmental SaaS budget. The team will track and identify unused subscriptions and services, highlight areas for optimisation, and provide a report of all SaaS usage within your department.

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