Microsoft Agreement FAQ

1. **Why did the University of Utah seek to establish the Microsoft Campus Agreement?**
   In years past, Microsoft has allowed the University to utilize multiple agreements (Select and Campus). This year Microsoft will not allow the University to continue this hybrid approach. The University was seeking to lower its licensing costs and found that this new agreement will save money for the University as a whole. This agreement allows unlimited deployment of a wide range of Microsoft software, including desktop and server software.

   The Microsoft agreement will allow employees unlimited access to as many copies of Microsoft products for all devices. If an employee has University owned devices such as a laptop, desktop and a computer at home, all devices are covered under the one employee FTE.

   In addition to cost savings, this agreement will offer numerous benefits to the University that cannot be provided by any other type of agreement. The benefits of this license are available to not only faculty and staff, but also students. In addition to licenses for Microsoft Office, server, operating system, and Enterprise CAL Suite products for University owned machines for faculty and staff, the agreement also allows students to download MS Office Professional Plus or Mac Home & Business as well as the latest operating system (OS) upgrade at no charge.

   This agreement allows The University of Utah and Microsoft to enter an arrangement which allows the institution to better leverage its expenditures and those of its students and for Microsoft to better serve its university clients. It is felt that this agreement will provide the best possible software to the most people at the best possible price.

2. **When does payment need to be made for the Microsoft Campus Agreement?**
   Department payment for the Campus Agreement must be made before **July 10, 2012**. Payment will be made to the Office of Software Licensing. Please see question 46

3. **What if I already have Microsoft software already installed on my computers; do I have to pay for the new agreement?**
   Yes, all departments are required to purchase the Microsoft Campus agreement before July 10, 2012.

4. **Is this the only option for Microsoft licensing?**
   Yes

5. **Are we expected to participate every year?**
   All departments are expected to participate each year and will be charged each year based on FTE count.
6. **Are students covered?**
   Yes. Students will receive the following at no charge:
   - Window OS upgrade and
   - Office Professional Plus 2010 or Mac Home & Business for Mac users.

7. **What is included in the new agreement?**

   **Desktop Products**
   - Office Professional Plus for Windows
     - Word, Excel, PowerPoint, Outlook, Outlook with Business Contact Manager
     - Access, Communicator, SharePoint Workspace, InfoPath, OneNote, Publisher, and Office Web Apps
   - Office for Macintosh
     - Word, Excel, PowerPoint, Outlook, Messenger for Mac

   **Server Products**
   - Office SharePoint Server "Site License" includes:
     - Office SharePoint Server
     - Office SharePoint Server for Internet Sites
   - Office Communications Server "Site License" includes:
     - Office Communications Server Standard Edition
     - Office Communications Server Enterprise Edition
     - Office Communications Server external connectors
   - Windows Server "Site License" includes:
     - Windows Server Standard
     - Windows Server Enterprise
     - Windows Server Datacenter
     - Windows Web Server
     - Windows HPC Server
   - Exchange Server "Site License" includes:
     - Exchange Server Standard Edition
     - Exchange Server Enterprise Edition
     - Exchange Server external connector
   - BizTalk Server
     - BizTalk Server Standard Edition
     - BizTalk Server Enterprise Edition
     - BizTalk Server Branch Edition
     - BizTalk Server Developer Edition
     - BizTalk Server RFID Enterprise Edition
     - BizTalk Server Adapter Pack
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System Center Configuration Manager Server (SCCM) includes:
  - System Center Config Manager Server
  - System Center Config Manager Server Management Licenses

System Center Data Protection Manager Server (DPM)
  - System Center Data Protection Manager Server
  - System Center Data Protection Manager Server Management Licenses

System Center Operations Manager Server (SCOM)
  - System Center Operations Manager Server
  - System Center Operations Manager Server Management Licenses

System Center Service Manager Server (SCSM)
  - System Center Service Manager Server
  - System Center Service Manager Server Management Licenses

System Center Virtual Machine Manager Server (SCVMM)
  - System Center Virtual Machine Manager Server
  - System Center Virtual Machine Manager Server Management Licenses

SQL Server "Site License" includes:
  - SQL Server Standard Edition
  - SQL Server Enterprise Edition
  - SQL Server Workgroup Edition
  - SQL Server Web Edition
  - Server Datacenter Edition

**Enterprise CAL**

- Windows Server CAL
- Exchange Server Standard CAL
- Exchange Server Enterprise CAL
- Office SharePoint Server Standard CAL
- Office SharePoint Server Enterprise CAL
- Windows Rights Management Services CAL
- Microsoft Office Communications Server Standard CAL
- Microsoft Office Communications Server Enterprise CAL
- Systems Center Configuration Manager Configuration Management License
- Systems Center Configuration Manager Server Management License
- System Center Operations Manager Configuration Management License
- System Center Operations Manager Server Management License
- System Center Data Protection Manager Configuration Management License
- System Center Data Protection Manager Server Management License
- System Center Virtual Machine Manager Configuration Management License
- System Center Virtual Machine Manager Server Management License
- System Center Service Manager Configuration Management License
- System Center Service Manager Server Management License
- Terminal Server CAL

**E-Learning**
- Online training in Microsoft applications, systems, and servers. The University has access to Microsoft eLearning. Please visit the official Microsoft [website](#) to learn more.

**Forefront**
- Forefront Client Security
- Forefront Server for Exchange, SharePoint, and OCS
- Forefront Online Protection for Exchange
- Forefront Server Security Management Consoles
- Forefront Unified Access Gateway (UAG) and Intelligent Application Gateway (IAG)
- Internet Security and Acceleration Server (ISA)
- Forefront Threat Management Gateway (TMG) and TMG Web Protection Service

8. **What is Microsoft’s intent?**
   Microsoft aims to standardize all licensing for a common set of its products at the University under one agreement.

9. **What happens to the MS Select Products?**
   The Select products that are included in the new agreement will no longer be available to purchase under the Select Agreement. These Select products are;
   1. Office Professional Plus for Windows and Macintosh
   2. Server products (Office SharePoint, Windows, BizTalk, Office Communications, and Exchange)
   The Select products that are not included in the new agreement will still be available for purchase.

10. **How is the FTE verified?**
    All FTE numbers will be calculated and verified by the participating department. UIT will compare and validate all submitted information.

11. **Where do we get our official employee numbers?**
    You are responsible for calculating your own FTE using the following formula:

    $$\text{Full-Time Faculty} + \left(\text{Part-Time Faculty} \div 3\right) + \text{Full-Time Staff} + \left(\text{Part-Time Staff} \div 2\right) = \text{Total FTE}$$

    *Note: Employees who are non-computer users such as maintenance, grounds keeping, and cafeteria staff may be excluded from the faculty/staff FTE employee count if they do not use*
12. **How are working students counted in the FTE?**  
   University-employed students should be counted as full-time or part-time staff.

13. **Do we need to count employees who do not use computers?**  
   Employees who do not, in any way use or have access to a computer can be removed from the FTE calculation. **Caution:** not having a computer does not mean the employee is automatically exempt. If an employee does not have a computer at their desk but accesses a computer at another location, they must be counted in the FTE formula.

14. **Who is eligible to receive Microsoft software?**  
   You must be a student, faculty member, or staff member currently affiliated with U of U.
   
   **Students:** Students must be currently enrolled in at least one class that, when completed, will result in the awarding of credit hours verifiable through the Office of the Registrar.
   
   **Faculty and Staff:** You must be currently employed by University. If you are the primary user of the software licensed in the Campus Agreement on your computer at work, you may use the products on your personally-owned home computer for U business only as long as a) you are currently affiliated with U and b) the Microsoft Campus Agreement remains in force. Additionally, faculty and staff are eligible to purchase software on the Home Use Program for use on their own computers for their personal use. *Please see question 11.*

15. **Who is not eligible?**  
   Anyone not otherwise eligible as described above is not permitted to obtain or install the software included this campus agreement.

16. **Where can the products covered by the Campus Agreement be used?**  
   Software included in the Campus Agreement may be used anywhere on campus as well as off campus for business purposes. Software on the Home Use Program (HUP) may be purchased by faculty and staff and may be used on personally-owned computers.

17. **What are the Work at Home (WAH) and Home Use Program (HUP)?**  
   **WAH** - Faculty and staff can install operating system upgrades and Microsoft Office at home under the Work at Home program (WAH). WAH rights are available to all University faculty and staff for a single employee-owned desktop or laptop used for University business. More WAH information can be found at the [Microsoft WAH detail page](#).
**HUP** - For personal use, faculty and staff can use software purchased under the Home Use Program (HUP) on one personally owned computer. The cost of HUP is $9.95 for Microsoft Office only. Operating system upgrades are not included.

18. **How are students covered?**
   Students are covered under separate provisions within the new Campus Agreement at no charge.

19. **What happens to existing copies of the software now included in the Campus Agreement?**
   All current Microsoft software included in the Campus Agreement and installed on University-owned computers are now covered under the new Campus Agreement.

20. **How and where is Campus Agreement products purchased?**
   All Campus Agreement products can be purchased on the Software Licensing website under Microsoft – Campus Agreement – Desktop Premium found under the Vendor heading on the left-hand column. Work at Home and Home Use Program products are also accessed on the OSL website.

21. **How long is the Campus Agreement going to last?**
   The Campus Agreement is a three-year agreement (June 01, 2012 – May 31, 2015).

22. **Will IT Managers be consulted the next time the Campus Agreement is up for renewal?**
   Yes. It is the intent of University leadership to include IT Managers in all large campus agreement discussions when practical.

23. **How is the University paying for the Campus Agreement?**
   The Campus Agreement software for use on University-owned equipment is being funded through individual departments at the FTE level. Payment must be made before July 10, 2012. Faculty and staff may purchase software under the Home Use Program with their own funds.

24. **What happens when Microsoft releases new Office or Windows products or new versions?**
   - New versions of Office and upgrades to Windows Operating Systems included in the Microsoft Campus Agreement will be made available for download through the Office of Software Licensing (OSL) web site.
   - Version upgrades are not provided on software purchased on the Home Use Program. You would obtain an upgrade by purchasing the new version of your product at a discounted rate.
   - Upgrades are not included in the Home Use Program (HUP)
25. **Does the Campus Agreement provide the option to move to a new version of the operating system when it is released?**

Yes. As Microsoft releases new operating system versions, current faculty and staff may upgrade University-owned equipment at no cost. Home Use Program participants do not receive free operating system upgrades.

26. **Can older versions of Office still be used (e.g., Office 2003, Office 2007)?**

Any prior versions of software covered by the Campus Agreement still may be installed and used by departments on University-owned equipment for Windows and Mac platforms. This means Office 2007 and Windows XP can still be used under the new agreement.

27. **Is it necessary to purchase Microsoft software for newly purchased, University owned computers?**

**Microsoft Office:** Microsoft Office is included in the Campus Agreement and is available to download on any newly-purchased computer. The University saves money if computers are ordered without Microsoft Office. It is best to install Office from the new Campus Agreement on all new computers.

**Windows Operating System:** New computers must be purchased with a full operating system license. The operating systems in the Campus Agreement are licensed as an operating system upgrade to an existing full operating system. As such they can only be installed as an upgrade to a computer with a qualifying full operating system license. Any Windows full operating system license is a qualifying license for a Windows upgrade. In addition, a Mac operating system is a qualifying full operating system license for a Windows upgrade license. **Important note:** since all new computers must be ordered with a full operating system, the University can save money if the departments order computers with the least expensive qualifying operating system and then complete the upgrade to the desired operating system.

28. **What Operating Systems are considered “Qualifying?”**

Qualifying operating systems include:

- Windows 7 (32-bit or 64-bit) – Enterprise, Professional, Ultimate, Home Premium, Home Basic, Starter Edition
- Windows 200 Professional
- Windows NT Workstation 4.0
- Windows 98 (including 2nd Edition)
- Apple Mac OS
The University can save money if the departments order computers with the least expensive qualifying operating system and then perform the upgrade.

29. **Can the agreement be funded at a higher organization level?**
   Not at this time.

30. **Will the Campus Store continue to sell Select products?**
    The Campus Store will sell Select products that are not included in the new Campus Agreement.

31. **What happens to recently-purchased Select products?**
    Select products remain active. However, upgrades are now included, and there is no need to purchase upgrades. All active Select products included in the Campus Agreement are no longer covered under perpetual licenses.

32. **Can we purchase Select products from another re-seller?**
    No, this would result in extra costs. All departments are required to purchase the Campus Agreement. Purchasing from another re-seller would result in purchasing the same products twice.

33. **Even if we run Linux, are we still obligated to participate?**
    Yes. All departments must participate in this program.

34. **How are graduate students calculated in the FTE?**
    Graduate students are counted in the student FTE with the exception that University-employed graduate students are counted as staff.

35. **Are computer labs covered?**
    Yes

36. **Are there additional costs for installation?**
    There are no additional costs for installation; however, there will be a cost for media if needed.

37. **Can we purchase the Desktop products now?**
    Yes

38. **Can we take advantage of the existing state license contract?**
    No. All departments are required to participate in the new agreement.
39. **Will machines being used for instrumentation be included in the new agreement?**
   Yes

40. **Can we run any MS OS version?**
    Yes; however, only qualified operating systems are entitled to the upgrade. *Please see question 28.*

41. **How will this affect the VM-ESX farm?**
    You can run/install any edition of Windows Server (physical and virtual).

42. **How are new employees handled?**
    Under the Campus Agreement, the University is required on an annual basis to update the FTE counts to account for all new or terminated employees and students.

43. **Can Office be installed on systems like Linux or Macs running Windows virtually?**
    Yes.

44. **How do we manage the activation for the Multiple Access Keys (MAK)?**
    After your products are purchased on the Software Licensing website, you will receive a download link that will provide a PDF detailing product keys. You will need to periodically review your purchase history on the Software Licensing website and select the download link once again to access updates to the product keys.

45. **Are Microsoft Project and Microsoft Visio included under the Microsoft Campus Agreement?**
    No. These Select products are not included in the new agreement, but still are available for purchase.

46. **How do we acquire Microsoft software covered under the Microsoft Campus Agreement?**
    Your department can obtain Campus Agreement products by following the steps outlined below.
1. Go to the OSL website (www.software.utah.edu)

2. Go to “SIGN IN” on the OSL website ribbon.

3. Insert your CIS Unid and password

4. Find “Microsoft – Campus Agreement – Desktop Premium” in the “BY VENDOR” section displayed on the lower left of the “Featured Products” webpage.
5. Select “Details” from “Total FTE”

6. Scroll to the bottom of the page and select “University License: Non-Specific” and enter your calculated FTE into the “Quantity” box, then select “ADD”

7. Select “CHECK OUT”
8. Select “Delivery Method” then “Payment Method”

9. Select “CONTINUE WITH PURCHASE”

10. Complete the order by providing information requested then select “COMPLETE TRANSACTION” at the bottom of the page