SERVICE PACKAGE: SL0016

NON-SOE SOFTWARE

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0	IT SERVICE PRODUCT OVERVIEW	
1.1	**Reference #**	SL0016
1.2	**Name**	Non-SOE software
1.3	**Description**	New software requests that do not exist in the approved SOE categories. Refer: **Standard Desktop Operating Environment** – for approved categories.
1.4	**Inclusions**	♦ Assess the threat of non-SOE software ♦ Approve or reject non-SOE software for installation ♦ Package non-SOE software that has been approved ♦ Install non-SOE software that has been approved Communication: Refer to **Customer Service Handbook (CSH)** for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.
1.5	**Exclusions**	SOE Software

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