

# INFORMATION TECHNOLOGY POLICY



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## Rules and Regulations

### Introduction

The Technical IT Support Team maintains the policies governing the use of Information Technology services and resources at the College. The team also monitors the usage of the IT appliances and applications across the campus and give immediate support in case of any hardware, software or system related issues.

The technical support team has deployed the Daily ticketing system across the campus which is used by all the students, researchers, staffs and teachers to raise a query or a support ticket to get the issues resolved at the stipulated Service Level Agreement(SLA).

### Need for IT Policy

The purpose of the IT policy is to maintain, secure, and ensure legal and appropriate use of Information Technology infrastructure established by the Institution. The policy aims to protect the confidentiality, integrity, and security of the information assets that are accessed, created, managed, and/or controlled by the College. The Information assets of the college include computer systems, network devices, software, intranet, internet services, IT appliances, Software applications and other IT related hardware and software related services.

### Objectives of IT policy

- To provide all required IT resources to all stakeholders as per academic guidelines laid down by UGC & AICTE.
- To provide IT infrastructure that would enable the students, staffs and teachers identify opportunities, improve performance and understand IT environment.
- Leveraging IT as a tool for socio-economic development.
- Initiating and implementing green computing methods at the campus to create and foster an eco-friendly environment.
- Specifying a common interface to all the applications to ensure high degree of consistency from one to the next application with the best utilization factor for all IT resources.
- To introduce new technologies to students on par with industry standards and evolving

advancements.

- To ensure an effective annual maintenance plan which ensures maximum uptime of systems and devices.
- To ensure all IT resources are updated and available to students as per policies laid down by the college.
- To regularly monitor processes for software updates, firewall protection, anti-virus updating, network device status, system files cleaner, new web access policies, back- ups to ensure uptime of IT resources 24/7 to the stakeholders.
- To provide a in campus support through IT help desk so that the stakeholders can raise a ticket to get their IT related issues sorted with a timely support adhering to the SLA's.

### **Roles & Responsibilities of the IT Committee**

- Review and approve plans for major IT projects and decisions
- Prepare the Annual IT Budget of the institution and place it for approval before the Principal and Management to ensure that baby steps are taken towards technology advancements.
- Plan at the end of each academic year for the upgradation of IT infrastructure for the next academic year, to support evolving requirements of the learner and educator communities of the institution.
- Progress action plans to respond quickly and appropriately to IT maintenance issues and difficulties.
- Administer all IT related work and conduct annual stock taking of IT hardware and assets used for academic and administrative purpose.
- Educate all teaching staff, non-teaching staff and students on the importance of sensitive and purposeful usage of computers and other IT related equipment on campus. Conduct frequent awareness drives for the same.
- Do regular checks of the computer stock registers maintained in all the laboratories and COE centers.

### **Hardware and Software Procurement Policy**

- All IT systems are purchased with warranty and after expiration of this warranty, they are efficiently maintained through an effective annual maintenance policy which is aligned with the

distributors and vendors.

- Maintenance includes OS re-installation, virus scans, bandwidth capacity monitoring, internet downtime, communication cable fault, UPS monitoring, firewall renewal, antivirus upgrades, device replacements, Software upgradations, utilization maintenance of software like Adobe etc.
- All departments are provided with desktop computers/laptops and Dolby Digital audio system, internet connectivity and a printer. These are for the use of department faculty
- Members, who are responsible for ensuring compliance. Systems are purchased at the request of the head of the Department which goes through multiple levels of approvals from the principal and financial authority. Troubleshooting / replacements are handled by external service engineers as per annual maintenance policy of the college.
- All systems and network devices are connected to electrical points through UPS. Regular 24/7 power supply is provided to web servers through recharging batteries. Regular battery maintenance is undertaken for all UPS.
- Care is taken at the time of installation to create separate paths for network cables distinct from those for electrical wires, to avoid noise in data communication. All the network equipments are monitored and weekly checks are performed by the team of experts which ensures that the quality checks are in place and the integrity is maintained inside the college premises.
- All files and printers shared through network are well protected with passwords to ensure integrity of data is maintained.
- The monitoring activities and supports are performed with the help of the daily tracking system which is deployed inside the campus and has been used by the all effectively.

### **Hardware Installation Policy**

- Computer systems on campus are administered by system administrators and system Engineers.
- All devices are installed by service engineers who are deployed inside the campus from 8:30 am to 6:30 pm.

### **Software Installation Policy & Licensing**

- The Microsoft Campus Licensing agreement policy covers all computers on campus, and this license is renewed annually.
- OS is installed by external service engineers on call as per annual maintenance agreements.

- Application Software Licenses are well maintained and renewed regularly to ensure valid and current updates to all application software.
- Utilization is also measured by the system admin's to assess the current usage of the software applications across the campus.

### **Network (Intranet & Internet) Use Policy**

The Technical Support Team is responsible for maintaining internet and intranet services of the college.

- The college has 100 Mbps internet bandwidth from Airtel, with 6 Mbps from BSNL. The whole campus is WI-FI enabled and internet availability is there at the nook and corner of the college campus for using at ease.
- All systems are networked and secured.
- Firewalls are installed to provide protection against cyber-attacks, ransomware, or malicious network access attempts.

### **Wi-Fi Use Policy**

« The Campus is fully Wi-fi enabled.

- Access points are located on all floors in the main block , thereby giving access to all classrooms, seminar halls, laboratories, learning centers, staffrooms and the administrative wing.
- Staffs and Students are also given Wi-Fi access.
- Access points are also added based on evolving requirements.
- Guests, resource persons and speakers are given access to Wi-Fi on request.
- Firewall protection and restricted access to certain websites are enabled to maximize security.

### **E-Mail Account Use Policy**

- All faculty, students and administrative staff members are given individual institutional email ids and password.
- Passwords are confidential and sharing such credentials is strictly prohibited.
- Attempting to access another member's login is strictly prohibited.
- All email communication must adhere to institutional and ethical guidelines and should be completely free of offensive or controversial content (creation/distribution).
- Unlimited memory capacity is given to critical/important email ids.
- Users should not share their email account(s) with others.

- Students are given email ID with unlimited space for online classes.

### **Web Server & Cloud Hosting Policy**

- The college maintains web servers for its intranet and internet services.
- The college website is accessible at <https://sakthiec.edu.in/>. It is hosted on an external cloud platform. Information on the website is updated daily by the college IT team.
- All intranet applications are run on the college-owned web servers.
- All systems networked to servers are given relevant IP addresses.
- Servers are protected from virus attacks and intrusions.
- Periodical updates of OS and other security software are systematically implemented.
- Regular backup processes are followed periodically.

### **Faculty Use Policy/Responsibilities of Departments**

- Faculty members are responsible for computers and devices of their respective departments, and for ensuring compliance with institutional and process-specific policies.
- Passwords are confidential and sharing these would be in direct violation of institutional policy.
- Use of institution resources for personal business gain, or for purposes which are inconsistent with the mission of the institution are prohibited and considered completely unethical.
- Unauthorized use of another's individual identification and authorization access is strictly prohibited.
- Using of institution networks, I-ITTP, SSH, STP, EMAIL and private VPN etc. off- campus without prior approval is strictly prohibited.

### **Students Usage Policy/Responsibilities of Students**

- Sharing of passwords, or other confidential information is strictly prohibited.
- Students are responsible for careful and judicious usage of computers in all Labs.
- Accessing another user's personal private data is not allowed.
- Downloading, sharing or using copyrighted material of institution including music, movies, software or textbooks without prior approval is prohibited.
- Connecting to the institution's restricted-access resources is prohibited.

- Connecting personal devices to the institution internet without approval is prohibited.
- Students must adhere to ethical guidelines, reflect academic honesty, and show restraint in the consumption of shared resources. Downloading of any unethical photos or videos will not be encouraged and strict actions will be taken against those individuals.

### **Video Surveillance Policy**

- CCTV is installed in majority of the places.
- Videos are monitored on a regular basis.
- Unauthorized access to the Control Room is not permitted at any time.
- Footages are given on demand and with prior approval from the principal.
- Cameras are serviced regularly.
- Live coverage is monitored by the Principal, and Administrative Head.

### **Anti-virus Protection and renewal Policy**

- All computer systems in the college are covered under anti-virus protection.
- Firewall covers aspects of network security, email security, mobile security and unified threat management.
- Network Manageable switches provide a seamless network with secure, scalable and robust performance
- Regular renewal and updating policies are in place for antivirus and firewalls and are implemented promptly.

### **Maintenance Policy for Systems and Network**

- All Lab systems are maintained and overseen by lab assistants, system administrator and lab faculty in-charge.
- Technical problems such as power issues, booting, network problem, software installation, hardware troubleshooting, hardware replacement, and internet issues are handled by Lab assistants and senior staffs.
- Major Networking issues and Operating system failures are restored by System administrator and engineers on call.
- All Lab Computers are cleaned and serviced on regular basis.

- Regular system formats, junk clearance and cache clearance are performed at regular intervals.
- UPS maintenance and monitoring of battery levels are undertaken regularly.
- All Desktop systems are connected to network switches and maintenance of network cables are done regularly.
- Internet cables are well planned across the campus and networking is well designed.

#### **Online Classes and Online Examinations - Policy**

- Google Workspace for Education is the official platform for all online classes.
- Faculties are enabled to create course classrooms and enroll students.
- All students are given individual login IDs and passwords to access G-classrooms
- Classes are scheduled through G-Meet, for which attendance is recorded by the respective faculty.
- Faculty regularly conducts assignments, quizzes and online assessments and evaluates the same through G-classrooms.
- End-semester examinations are also conducted for the students and live proctoring will be done by the staffs.
- Valuers are given access to value answer script through G-classroom.

#### **Guidelines for Students**

- Access to institution resources engenders certain responsibilities and is subject to institution policies.
- Students must exhibit ethical usage behavior and always reflect academic honesty.
- Sharing of passwords and other authentic information is strictly prohibited.
- Students must conduct themselves in best way and gain knowledge and utilize the IT privileges provided to them for learning purpose.

#### **Online Meetings/ Conferences/Workshops Policy**

- Heads of Departments are given access control to create G-Meet meetings for Webinars/Conference/Workshops with prior approval from Principal.
- Departments are encouraged to use paid G-Suite or streaming integrated with YouTube



to reach a larger audience.

### **Remote Support Policy**

- The Technical Support team is responsible for enabling remote access.
- Remote access is given using tools such as Anydesk, Team viewer.

