# IT POLICY

## Purpose of IT Policy

- To maintain, secure and ensure legal and appropriate use of Information Technology infrastructure established by the College in the campus.

- To establish College-wide strategies and responsibilities for protecting the information assets that are accessed, created, managed, and controlled by the College.

- To work as a guide to stakeholders in the usage of the computing facilities of the College, including computer hardware, software, email, information resources, Intranet and Internet access facilities.

- To set direction and provide information about acceptable actions and prohibited actions or policy violations.

## Scope of IT Policy

- College IT Policy applies to technology administered by the College centrally, the individual departments and the individuals of the College community.

- IT policy also applies to the resources administered by the departments such as Library, Computer Labs, Laboratories and Administrative Office of the College.

- Computers owned by the individuals or those owned by research projects of the faculty, when connected to campus network are subjected to the Do's and Don'ts detailed in the College IT policy.

- Further, all the faculty members, students, staff, departments, authorized visitors/visiting faculty and others who may be granted permission to use the College's information technology infrastructure must comply with the Guidelines.

- IT Policy broadly focuses on the following areas:
    - ✓ User account and password management policy
    - ✓ Wired and wireless network access policy
    - ✓ Computer lab usage policy
    - ✓ Software installation and licensing policy
    - ✓ College examination Cell to maintain students' personal and exam marks data
    - ✓ IT security policy
    - ✓ CCTV surveillance policy
    - ✓ ICT enabled class room policy

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- ✓ Internet access policy
- ✓ IT asset management policy
- ✓ Responsibilities of Network System Administrators
- ✓ Server maintenance policy
- ✓ Warranty and AMC contract policy
- ✓ Procedure for AMC claim
- ✓ E-waste disposal policy

## 1. User account and password management policy

a) The following procedures are followed in computer labs to manage the user accounts in secure manner:

- Unique roll number as the user's name for all the students to access the computers in computer labs.
- Students are advised to change their default password received from concerned lab technicians at the time of their first login.
- All the cookies, user id and passwords are removed in system profile and web browsers during the periodical preventive maintenance schedule at computer labs.
- Students could ask the concern lab technicians to reset the password if they forget or security breaches unfortunately.
- Students are instructed not to share their email passwords or system login passwords to anyone to prevent data loss or misuse their accounts.
- To manage the staff user accounts in secured manner, sharing folder in server can be accessed by authorized staff members through separate user name and password to update the academic and administrative data.
- User account and passwords are reviewed and changed in all servers at periodic intervals.

b) The following security precautions should be followed by students and staff to manage their user accounts in secure manner:

- Strong alphanumeric passwords should always be set to protect administrator accounts and end user account by using one upper case, one lower case letter and special symbols.
- Passwords for new accounts should NOT be emailed to remote users.
- Passwords must not be stored in clear text in any easily reversible form and also in easily accessible areas.
- Passwords should not contain the first name of staff or equipment.
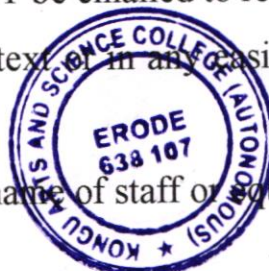
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## 2. Wired and wireless network access policy

a) The following facilities are provided to wired network to enrich the performance and speed of network connectivity:

- Network connectivity is provided in all blocks of the Institution in an authenticated network access through VLAN connectivity.

- Any desktop or server connected to the network is configured with a unique IP address assigned by the system manager and programmer.

- The students are provided with internet access in the Library and Computer Laboratories through LAN access with proper access credentials.

- File and data sharing facilities on the computer over the network is protected with user name and password with appropriate access rules in firewall.

b) The following guidelines are adopted to wireless network to enrich the performance and speed of network connectivity:

- Wi-Fi access facility to staff through wireless access points on restricted Media Access Control address (MAC) authentication to their laptops for academic usage.

- Guest can access Wi-Fi by getting temporary password through system manager and programmer.

## 3. Computer lab usage policy

The following guidelines are adopted in computer lab to increase the maximum utilizations of the labs:

- Students who disconnect the computers or monitors power supply either from the computer or from the overall purpose outlet, their fault and forgetfulness are accountable.

- Students should connect their personal computers to the wired or wireless network points with prior approval from the concern lab in charges.

- Each person entering the computer laboratory must use their ID card to enter the laboratories and other secured spaces.

- No food or drink is to be taken into the computer labs or near any computers.

- Scheduled classes always have priority in computer laboratories as per time table.

- Printer is mainly for the printing of experiments only. Lecture notes and other materials provided in classes are not to be printed in the labs.

- Computers are not to be left unattended for more than 15 minutes. Computers that are logged on and left unattended for longer than above mentioned time may be logged off without any notification and unsaved data will be lost.
- The laboratory computers are recommended for research, course work and other sanctioned activity only. Recreational and personal use is not permitted.
- Students are not allowed to install any of the software in the lab computers in any circumstances, or run any software which is not installed by the technicians.

## 4. Software installation and licensing policy

The following procedures are followed to install software and to monitor the piracy free software inside the campus:

- System requirements should be checked by system manager before installing any software to maintain the performance of computing devices.
- The System Manager and Programmer team will install application software requested by the staff as per the guidelines of the policy and licensing manual.
- Institution maintains the sufficient documentation to validate that the software is appropriately licensed.
- All the Academic / Non-Academic staff shall accept the responsibility to prevent illegal software usage and abide by the policy.
- Distributing or sharing of software to unauthorized person is thoroughly prohibited.
- Software Applications or Packages will be installed in all computer laboratories based on the requisition from the staff members of the institution for the academic semester as per the curriculum.
- Periodical updates of software is more essential to come across critical patches and to overcome the security holes which in turn improves the performance of the computer.
- It is always ensured that un-used software packages are not included in the curriculum and the same shall be uninstalled.

## 5. College Examination Cell to maintain students' personal and exam marks data

- The Examination Cell of the college maintains student personal and marks details in the local server.
- The data is protected with authenticated user access.
- The LAN link is provided through COXCO software to the faculty members to enter internal assessment marks with designated IP address and proper login credentials.
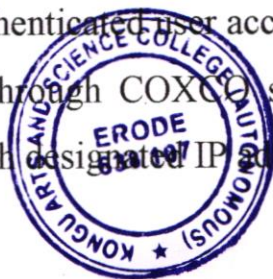
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## 6. IT security policy

The following facilities are provided to secure the network to avoid unauthorized access from the outside network:

- Firewall network security is deployed in the campus network to monitor incoming and outgoing network traffic and block unauthorized access from outside.
- Enterprise security antivirus software is installed in all the computers to prevent malwares, worms, viruses spread into network.
- Remote access of servers and systems provides adequate safeguards through robust identification, authentication techniques.
- End users are restricted to install software and to change the configuration of IT equipment.
- E-mail server and web servers are deployed with security software to scan mail and attachments to prevent viruses.
- Backup of database and files will be stored and retained in on-site and off-site of campus for emergency and disaster period as per backup and restoration policy of the institution.

## 7. CCTV surveillance policy

The following facilities are provided to monitor the surveillance camera and related equipment in the institution:

- CCTV Surveillance cameras are fixed in main areas of the institution such as: Gate Entrance and Entrance of all the blocks, Library, Auditorium, Seminar Halls, Confidential Sections and Hostels.
- The CCTV will be functioning 24 hours each day with recording facility except live audio/sound.
- The CCTVs are monitored centrally by the system manager and administrative head of the institution.
- Adequate signboards will be displayed at each area in which CCTV camera is sited to indicate that CCTV is in operation.
- Footages of CCTVs are recorded through NVR/DVRs and stored in an internal hard disk drive.
- Storage of recordings will be kept for 30 days; at the end of 30 days the storage media will be overwritten with new recordings.
- The failures of CCTV and its accessories will be rectified on-time and will be taken care by technical team.
- Recorded data will not be retained for longer period if it is not necessary.

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## 8. ICT enabled class room policy

ICT has a promise to improve the quality of teaching and learning process. ICT helps students to explore knowledge to learn the content. The facilities are provided to establish and monitor the ICT enabled classrooms to the entire campus:

- Teacher can help the students by ensuring the right direction towards effective learning. Situational learning, programmed learning, many online learning courses are some of the examples of self-learning strategies that are being utilized with the help of ICT.

- Most of the class rooms have been equipped with projectors to enhance the teaching learning process. Wireless and Wired Local Area Connection facilities are equipped to access Internet and Intranet applications to the students in class rooms.

- There are other tools such as headphones, video cameras, multimedia speakers and webcams that encourage ICT enabled teaching and learning process.

## 9. Internet access policy

The following facilities are provided for Internet access to all the users of the institutions.

- Internet access is provided to all employees and students to all blocks of the institution including hostels with wired and wireless mode of distribution connectivity.

- Content filtering technique has been configured in institution firewall to restrict unwanted websites such as online games, online chats, online shopping, pornography, social networks.

- Students and staff can access the Internet without any browsing cost.

- Internet will be used by staff and students for their academic and administrative related activities of the institution.

## 10. IT asset management policy

The following procedures are followed for IT asset inventory management in our institution:

**Purchase Indent**

- Authorized staff of respective departments will raise the purchase indent to the management based on the requirements with detailed configuration. After the approval of purchase indent by the management, the authorized staff will get the quotations from multiple vendors.

- Validity of quotation should be verified by concern person. Negotiation process is to be finalized in purchase committee meeting to get final price and to raise the purchase order by the management representatives.

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- After the completion of negotiation, members of management in purchase committee will decide the eligible vendor to get purchase order. Eligible vendor will get the purchase order with terms and conditions.

**Responsibilities of Vendor**

- The vendor should keep and ensure date of delivery of IT assets and payment procedure as mentioned in the purchase order.
- At the time of delivery of products, vendor should submit the delivery challan or invoice to the institution with seal and signature.
- Mostly new IT assets should be installed by vendors through authorized technical experts at first time to ensure there is no physical damage in their products installation and warranty reports should also be issued by the vendors.

**IT Asset Movement**

- IT assets will be moved from one location to another location based on the needs of the system manager and programmer team at the approval of the administrative authorities.
- All movements have to be entered into concerned stock / equipment register.

**IT Asset Stock Verification**

- Stock verification will be followed for all IT assets at end of the academic year constituted by the institution.
- After the completion of stock verification, the team will submit detailed report to the management.

**Disposal of IT Assets**

- Once the IT assets have reached the end of the validity date, system manager and programmer team will dispatch the equipment as e-waste through proper manner.
- System Manager and Programmer team will follow the guidelines for disposal of IT assets based on e-waste management policy.
- All the data and configurations of IT assets will be deleted before the disposal of e-waste.

## 11. Responsibilities of Network System Administrators

- To Design College Network and perform Backbone operations.
- To follow Global naming & IP addressing conventions.
- To review the existing networking facilities and need for possible expansion.
- To Configure and maintain Wireless Local Area Networks.

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- To configure and maintain IT facilities provided in class rooms, Labs, Library, NSS, NCC, Sports and Committee Rooms etc.

- To receive and address complaints from users of the college network.

- To maintain servers in the server cabin.

- To look into the maintenance of Computer Hardware, Peripherals and Networking devices.

- To deject installing any unauthorized software on the computer systems of the users. To strictly refrain from obliging the above said requests.

## 12. Server maintenance policy

The following facilities are provided to maintain server and to increase the performance speed of the operations

- Server configuration details including installation of new updates, security measures and details of privileges accounts are maintained by computer cell.

- All servers are dedicated to the specific tasks associated with its role and located in a protected area with restricted-access from end users.

- Before making any changes to server, the system manager should ensure that backups which are working properly by running few test recoveries before erasing critical data and codings.

- RAID controller must be used in all servers to avoid data loss during disk failure and disaster period of time.

- Hard Disk usage and user account role must be checked at specific interval to increase the performance of server.

## 13. Warranty and AMC contract policy

Computers and IT assets purchased by the institution should preferably cover with 3 years on-site comprehensive warranty from the data of installation. After the expiry of warranty period, IT assets should be under the maintenance of in-house lab technicians of computer lab.

The following are the procedure of warranty claim:

- Complaint report will be registered to vendor who supplied the particular equipment or the manufacturer through online or voice call.

- Based on the complaint, technical person will come to on-site to look into the complaint and service or replace the equipment or the part of the equipment. Sometimes equipment or part of the equipment will be dispatched to service vendor if it could not be serviced at on-site through proper channel.

- After completion of service equipment, in-house technician will verify the equipment status and authorize to raise service report to close the complaint request.

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## 14. Procedure for AMC claim

The following procedures will be followed for AMC claim:

- Service request will be raised by in-house technicians to concerned vendor whenever the equipment gets failed.

- Service engineers will reach on-site to rectify the equipment problem on the day of complaint. In critical case, sensitive electronic boards will be sent to them for chip level service through proper channel.

- After completion of service equipment, in-house technician will verify the equipment status and authorize to raise service report to close the complaint request for AMC claim.

- Preventive maintenance is scheduled once in a quarter to enrich the performance of equipment as per annual maintenance contract.

- During preventive maintenance time, inner and outer side of equipment will be cleaned through air blower by the authorized service engineers.

- Distilled water will be filled to UPS batteries whenever required to increase the life of the battery and to enrich the equipment's performance.

## 15. E-Waste disposal policy

- The Institution has undertaken a number of E-waste Management initiatives with the objective of creating an eco-friendly environment in the campus.

- E-Waste Management: Electronic goods are collected to optimum use; minor repairs are rectified by the Laboratory assistants and teaching staff; major repairs are handled by the Technical Assistant and are reused.

- The major e-waste such as instruments/equipments, CRTs, Printers, Computers are sold as per laid down policies.

- UPS Batteries are recharged / repaired / exchanged by the suppliers.

- Electronic gadgets, circuits, kits have been sold to buyers on regular basis.

- All the miscellaneous e-waste such as CDs, batteries, fluorescent bulbs, PCBs and electronic items are collected from every department and office are delivered for safe disposal.

- The waste compact discs and other disposable non-hazardous items are used by students for decoration.

- Awareness programs on E-waste management techniques have been undertaken in the institution to educate students on systematic usage of E-waste through various clubs and cells.

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The administrative section of the institution will monitor and ensure that the e-wastes are disposed in proper manner. There are three methods followed in disposal of un-used or out dated electrical and electronics appliances in the institution to manage the e-waste.

- Donating low configuration desktops to nearby government schools.
- Returning to Manufacturer for re-cycling.
- Disposing as scrap through vendors.

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