Information Technology Policy

Policy title	Information Technology Policy
Key stakeholders	Employees - (Teaching/ Non-Teaching, Contractual/ Temporary/ Full-time)
	Students
Approved on	3rd December 2019
Date effective from	4th December 2019
Next version	
Relevant policies	Infrastructure Policy
Relevant committees/cells / centres	Disciplinary Committee
	Grievance Redressal cell
Related Guideline	Information Technology Act, 2000

1. **Short title**

   This policy shall be called the *"Information Technology Policy"*.

2. **Objective**

   The objective of this policy is to moderate the usage and access of the Information Technology (IT) resources, to prevent any kind of misuse by the users and to promote the use of Information and Communication Technology (ICT), and -

   i.   to maintain, secure, ensure lawful and appropriate use of the IT resources of the University,

   ii. To provide guidelines and rules to secure the confidentiality, integrity and availability of all the IT resources which the University creates, manages and or controls for its users.

3. Definitions

i. **"Devices"** shall mean all the hardwares under the IT resources including but not limited to Computers/Desktop/PCs/Laptops, Cables, Printers, Copiers, Fax Machines, Switches, Routers, CD-ROM, Pen-drives, Memory stick, Storage Tapes, Hard-drives, Phones, Projectors, Webcams, Speakers, Miscellaneous hardwares, and the like, which are provided/issued by the IT department of the University.

ii. **"Employees"** shall mean all the people working with the various departments and constituent Institutes of the University and shall include, Teaching and Non-teaching, either Full-time, Contractual, Temporary.

iii. **"IT Department"** shall mean the IT Department of the University.

iv. **"IT Resources"** shall mean and include all hardware and softwares including the devices and facilities provided/issued to the students, employees (teaching and non-teaching), third party by the IT department of the University.

v. **"Third Party User"** shall mean any person or entity, outside the University, who is not associated with the University either directly or indirectly.

vi. **"Users"** shall include all the employees of the University (Teaching and Non-Teaching, whether Contractual, Full-time and Temporary), Students, Third - Party users.

4. Roles and Responsibilities - IT Department - The University through its IT department shall -

i. Allocate and provide/issue devices and IT resources to the users, constituent Institutes, laboratories, libraries, events and various other departments of the University.

ii. Implement the appropriate controls in line with this policy so that the users of the IT resources comply with them.

iii. Maintain a list of all the IT resources and devices with pre-installed antivirus software, including those which are provided/issued to the users, to be discarded or kept as spare.

iv. Provide all the necessary support and maintenance on the campus to all users in regards to any usage of IT resources and ensure that all the IT resources are in a working condition.

v. Setting up firewalls either in the form of hardware or software or both on a computer network for monitoring incoming or outgoing network traffic signals and provide security from any unauthorised access to such a network. Any attempt to bypass the same either via the use of any VPN network or otherwise shall be dealt with as per this policy.

vi. Maintain and store the data of all the users as per the classification/type of data (according to the law).

vii. Keep spare devices and parts of the devices ready for use, whenever the need arises.

viii. Maintain periodical backups of all the data at multiple places, the details of which shall be confidential and shared only with authorised persons.

ix. Develop and maintain the ERP for the use of the students and employees of the University, to manage day to day activities.

x. Maintain the biometric records of its full-time employees and look after the maintenance of the machines and devices related to such cause. The biometric records shall be used for the purpose of attendance and such other use as required by the University which shall be communicated to the concerned persons at prior notice. No other use, storage, or record shall be made and such information shall be considered as sensitive information and stored as confidential data.

xi. Organise training programs for the IT personnels and technicians, in order to be up to date with the upcoming developments and advancements in technology.

xii. Make provisions and guidelines for keeping, storing and preserving the backup of all the data.

xiii. Conduct periodic assessments of the IT resources and potential risk/security threats.

xiv. Formulate guidelines for the disposal of the IT resources and devices used, provided/issued either functioning or non-functioning etc. keeping in mind the environmental safety and protocols.

xv. Make guidelines to counter disasters which could happen and manage such disasters as quickly and smoothly as possible. It shall formulate a disaster recovery plan.

xvi. No user shall be allowed to enter the IT Server rooms or backup rooms or areas restricted for unauthorised access. Only authorised persons shall have the access to such places. Such places shall be treated as restricted areas. Any violation of this clause shall be treated as a serious violation of the University privacy and be dealt with under this policy.

5. **IT Services and Resources Offered -** That the IT department shall endeavour to provide the following facilities and IT resources to all the users (when required):

i. Wifi and internet facilities on the University campus, the users shall be provided with uninterrupted internet services subject to certain limitations and conditions. The Internet shall ultimately be used to promote the use of the ICT for educational purposes.

ii. The IT department shall facilitate the University to maintain its IT infrastructure, all the classrooms, laboratories, workshops, seminars halls, conference rooms, auditoriums wherever and whenever required, be equipped with the ICT tools and IT resources like LCD, smart board, projectors, computers, WiFi/LAN, audio-video facilities. The department shall be responsible for its periodic maintenance.

iii. Access to all the relevant online databases for research work via the library resources and other softwares as per the need of the user.

iv. Creation and maintenance of the requisite apps/portals/websites/LMS and other online and technical databases and or resources for the assistance and welfare of the users.

v. Creation and maintenance of email accounts for all the students and employees, for the purposes of communication, performance of professional/student/academic responsibilities and the like.

vi. Providing/issuing devices and IT resources to the users as and when required for the performance of their duties and job responsibilities, academics and research purposes, ease of study, to promote and facilitate the use of ICT.

vii. Maintaining, co-ordinating, facilitating and assisting in the functioning and other requirements of the different departments, laboratories and libraries of the University.

viii. All devices, IT resources and the like shall be purchased/acquired by the University at the request of the IT department. Such devices, IT resources and the like are to be purchased by the University by the approved vendors.

ix. CCTV security at the University campus, with footage backup as per the guidelines made by the IT department.

x. Handling and Managing the use of IT resources, devices required at the University events. The IT department shall provide assistance and facilitate the conduct of the events of the University, whenever required.

6. **Role and Responsibilities - Users -** IT resources provided by the University shall only be used for academic, research, extra-curricular activities and other public services related to the University.

i. IT resources shall be used only for the purposes allotted to the respective users by the university.

ii. No user should create or release computer viruses or worms which can compromise any device.

iii. The user shall inform the IT department in case of any loss, theft, damage caused to the IT resources or the devices, and shall comply with all the directions issued by the IT department thereafter.

iv. All the employees who use the IT resources and devices provided by the University in order to perform their duties and obligations must -

    a. Access only such information required to perform their duties and job responsibilities as a part of the valid scope of their job.

    b. Any communication made by the employee via the use of devices and/or emails, either internally or externally needs to bear the name of such employee. He/she should responsibly share the content i.e., any data, text, audio, video, image and the like.

    c. The email Ids may be subject to review or accessed by an authorised person from the Department..

    d. Log out from the device, while leaving their desk/office for an extended period of time. Usage of passwords and screenlocks on devices used by the employee for the performance of their job (approved for access by the IT Department) is recommended.

    e. Employees must not share/exchange/replace the devices within themselves, which are provided/issued by the IT department of the University, without prior intimation and approval from the IT department.

ii. All the students shall abide by the IT rules and regulations as informed to them from time to time, the students shall -

    a. Ensure that use of their devices to access the University network must not involve activities that could lead to any potential security risks.

    b. They should use the IT resources and devices carefully, judiciously and responsibly within or outside the University campus, inside the laboratories and libraries.

    c. The use of IT resources and devices shall be done for academic and research purposes only, and to enhance the skills required for ICT.

d. Email Ids allotted to the students shall be for easy and official communication between the student and the University. The email Ids may be subject to review or accessed by an authorised person from the Department.

e. The students should use all the classroom equipment, projectors and the like responsibly and cause no damage to the same. For any damage or obstruction caused by a student shall be made liable.

iii. The third party users shall have to follow the rules and regulations depending upon their association with the University.

7. Prohibitions

i. No user shall access the IT resources of whatever sort to access or bypass any of the University firewalls, security network or VPNs to access any illegal or restricted or copyrighted websites or materials in any form.

ii. No user shall download, upload, send, transmit, receive, access, distribute, view, deliver, share, any fraudulent, harassing, threatening, harmful, obscene, messages or communications, or any other material which is in violation to the vision and mission of the University, or which directly or indirectly hampers the reputation of the University, or makes the universities academic or working environment hostile.

iii. No user shall do anything which is in contravention to the law of the land in respect of the use of ICT, IT resources and devices of the University or during the tenure of their association with the University.

iv. No user shall share their University generated email Id's, accounts, internet access, or any other IT related resources with any other person or user.

8. Penalties

i. The University shall be obligated to recover from the user costs which shall include but will not be limited to any kind of damage, destruction, loss, theft, or misplacement of any of the IT resources that are provided to such users by the IT department.

ii. Any breach, non-compliance or violation of the user from the rules and responsibilities mentioned in this policy and other rules issued by the University which are in relation to this policy, or any unauthorised act by the user shall lead to disciplinary action and penalty. The same shall be decided by the respective Disciplinary Committee.