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IT POLICY



IT POLICY









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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 College. 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, staff, and faculty to identify opportunities, improve performance and understand IT environment.
- To leverage IT as a tool for socio-economic development.
- To initiate and implement green computing methods at the campus to create and foster an
 eco-friendly environment.
- To specify 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.

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• To provide in-campus support through IT Help Desk via an Online Ticketing System (STC-OTS) for all departments and all Computer Labs so that the stakeholders can raise a ticket to get their IT-related issues sorted with a timely support adhering to the SLAs. The System has an inbuilt escalation matrix to alert any unresolved issues to the next in the hierarchy. It has an Analytics and Reporting module to facilitate root-cause analysis that helps to take Corrective Action and Preventive Action.

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 necessary 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.
- Provide strategic document and planning and input on projects which can bring digital revolution towards the approach.
- 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 purposes.
- 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 entire campus.

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HARDWARE AND SOFTWARE PROCUREMENT POLICY

- All IT systems are purchased with warranty and after expiration of this warranty they are efficiently maintained through AMCs and internal IT staff.
- 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.
- All departments are provided with desktop computers/laptops with 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 structured levels of approvals. Troubleshooting /replacements are handled by internal lab assistants and junior system engineers.
- All systems and network devices are connected to electrical points through UPS ensuring regular 24/7 power supply. 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 9:00 am to 5:30 pm.

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- The network user community of the college needs to observe certain precautions while getting their computers or peripherals installed so that they may face minimum inconvenience due to interruption of services due to hardware failures.
- Primary User:
 - An individual in whose room the computer is installed and is used primarily by him/her is considered to be the "primary" user.
 - If a computer has multiple users, none of whom are considered the "primary" user.
 - The department Head should arrange and make a person responsible for compliance.
- End User of Computer Systems:
 - o Apart from the client PCs, the college will consider servers not directly administered as end-user computers.
 - o If no primary user can be identified, the department must assume the responsibilities identified for end-users.
 - Computer systems, if any, that are acting as servers which provide services to other users on the Intranet/Internet are still considered under this policy as "endusers" computers.
- Warranty and Annual Maintenance Contract:
 - Computers purchased by any Section/Department/Project should preferably be on-site comprehensive warranty.
 - After the expiry of warranty, computers should be under annual maintenance contract.
 - Such maintenance should include OS reinstallation and checking virus related problems also. Department HODs should monitor for the proper and timely maintenance.

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- Power Connection to Computers and Peripherals:
 - All the computers and peripherals should be connected to the electrical point strictly through UPS if available.
 - Power supply to the UPS should never be switched off, as continuous power supply to UPS is required for battery recharging.
 - Further, these UPS systems should be connected to the electrical points that are provided with proper earthing and have properly laid electrical wiring.

Network Cable Connection:

- While connecting the computer to the network, the connecting network cable should be away from any electrical/electronic equipment, as they might interfere with the network communication.
- Further, no other electrical/electronic equipment should be shared with the power supply from where the computer and its peripherals are connected.
- File and Print Sharing Facilities:
 - File and print sharing facilities on the computer over the network should be installed only when it is absolutely required.
 - When files are shared through the network, they should be protected with password and also with 'read only' access rule.
- Shifting Computer from One Location to another:
 - Computer system may be moved from one location to another with prior written intimation to the Network Unit, as Network Unit maintains a record of computer identification names (MAC Address, and Serial Number) and corresponding IP address.
 - Such computer identification names follow the convention that comprises the Department name abbreviation and serial number.
 - As and when any deviation (from the list maintained by Network Unit) is found for any computer system, network connection would be disabled and the same will be informed to the user by email/phone, if the user is identified.

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- When the end user meets the compliance and informs the Network Unit in writing/by email, connection will be restored.
- Maintenance of Computer Systems provided by the College:
 - o For all the computers that are purchased by the college, the IT staff will attend to the complaints related to any maintenance related problems.
- Noncompliance:
 - o Faculty, staff, and students who do not comply with this computer hardware installation policy, may leave themselves and others at risk of network-related problems which could result in damaged or lost files and inoperable computers, resulting in loss of productivity.
 - o An individual's non-compliant computer can have significant, adverse effects on other individuals, groups, or even whole departments. Hence it is critical to bring all computers into compliance as soon as they are recognized as non-compliant.
- Internet Unit/Computer Centre Interface:
 - o Upon finding a non-compliant computer affecting the network team will notify the individual responsible for the system and ask that it be brought into compliance.
 - o Such notification will be done via email/telephone and a copy of the notification will be sent to the Principal's office, where applicable.
 - The individual users will follow-up the notification to be certain that his/her computer gains necessary compliance.
 - The IT team shall provide guidance as needed for the individual to gain compliance.

SOFTWARE INSTALLATION POLICY & LICENSING

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 administrator to assess the current usage of the software applications across the campus.

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- Any computer purchase made by the individual departments/projects should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed. Respecting the anti-piracy laws of the country, the College IT policy does not allow any pirated/unauthorized software installation on the college owned computers and the computers connected to the campus network. In case of any such instance, the department/individual shall personally be responsible for any pirated software installed on the computers located in their department/individuals' rooms.
- Promoting Free and Open-Source Software (FOSS):
 - Free and Open-Source Software (FOSS) Community is "By the Community, For the Community, of the Community, To the Community on No Profit No Loss Basis. Open-Source Software, is and will always remain free. There is no license to pay to anybody.
 - The central and state governments have introduced policies on the adoption of open-source software, which make it mandatory for all software applications and services of the government be built using open-source software, so that projects under Digital India "ensure[s] efficiency, transparency and reliability of such services at affordable costs".
 - O The Government realizes that Free Software presents a unique opportunity in building a truly egalitarian knowledge society. STC encourages all members of its community to use FOSS to the extent possible. There is an immense opportunity to select and develop FOSS based on the requirements of the college.
- Operating System and its Updating:
 - o Individual users should make sure that respective computer systems have their OS updated in respect of their service packs/patches, through the Internet. This is particularly important for all MS Windows-based computers (both PCs and Servers).

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- Updating OS by the users helps their computers in fixing bugs and vulnerabilities in the OS that are periodically detected by the Microsoft for which it provides patches/service packs to fix them.
- Checking for updates and updating of the OS should be performed.
- Antivirus Software and its updating:
 - Computer systems used in the college should have anti-virus software installed, and it should be active at all times.
 - The primary user of a computer system is responsible for keeping the computer system compliant with this virus protection policy.
 - Individual users should make sure that respective computer systems have current virus protection software installed and maintained. He/she should make sure that the software is running correctly.
 - O It may be noted that any antivirus software that is running on a computer, which is not updated or not renewed after its warranty period, is of practically no use. If these responsibilities appear beyond the end user's technical skills, the end-user is responsible for seeking assistance from the IT Team.

Backups of Data:

- O Individual users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible. Preferably, at the time of OS installation itself, one can have the computer's hard disk partitioned into two volumes typically C and D.
- OS and other software should be on C drive and user's data files on the D drive. In case of any virus problem, generally only C volume gets corrupted. In such an event formatting only one volume, will protect the data loss. However, it is not a foolproof solution.
- Apart from this, users should keep their valuable data either on an external storage device or Google Drive for data integration.

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Noncompliance:

- STC faculty, staff, and students who are not complying with this computer security policy leave themselves and others at risk of virus infections which could result in damaged or lost files, in-operable computer resulting in loss of productivity, risk of spread of infection to others or confidential data being revealed to unauthorized persons.
- An individual's non-compliant computer can have significant, adverse effects on other individuals, groups, departments, or even the whole college. Hence it is critical to bring all computers into compliance as soon as they are recognized as non-compliant.
- The IT Team upon finding a non-compliant computer will notify the individual responsible for the system and ask that it be brought into compliance. Such notification will be done via email/telephone and a copy of the notification will be sent to the Department HOD, if applicable. The individual user shall follow-up the notification to be certain that his/her computer gains necessary compliance. The IT Team will provide guidance as needed for the individual to gain compliance.

NETWORK (INTRANET & INTERNET) USE POLICY

- The IT Team is responsible for maintaining internet and intranet services of the college.
 All systems are networked and secured.
- The college has fiber leased line 100 and 50 Mbps internet bandwidth from BSNL, and 300 Mbps of broadband connection from BSNL exclusive for Computer Lab-IX (Digital Cyber Security and forensic Science. 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.
- Firewalls are installed to provide protection against cyber -attacks, ransom ware, or malicious network access attempts.
- Network connectivity provided through the College, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private

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Network (VPN) connection, is governed under the College IT Policy. The IT Team is responsible for the ongoing maintenance and support of the Network. Problems within the network should be reported to through STC OTS.

IP Address Allocation:

- Any computer (PC/Server) that will be connected to the network, should have an IP address assigned by the IT Team. Following a systematic approach, the range of IP addresses that will be allocated to each group is decided. So, any computer connected to the network from that group will be allocated an IP address only from that address pool.
- Further, each network port in the room from where that computer is connected will have binding internally with that IP address so that no other person uses that IP address unauthorized from any other location.
- O An IP address allocated for a particular computer system should not be used on any other computer even if that other computer belongs to the same individual and will be connected to the same port. IP addresses are given to the computers but not to the ports.
- DHCP and Proxy Configuration by Individual Department /Section/ User:
 - Use of any computer at the end-user location as a DHCP server to connect to more computers through an individual switch/hub and distributing IP addresses (public or private) should strictly be avoided, as it is considered an absolute violation of IP address allocation policy of the college.
 - Similarly, configuration of proxy servers should also be avoided, as it may interfere with the service run by IT Team.
 - Even configuration of any computer with additional network interface card and connecting another computer to it is considered as proxy/DHCP configuration.
 - Non-compliance to the IP address allocation policy will result in disconnecting the port from which such computer is connected to the network. Connection will

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be restored after receiving written assurance of compliance from the concerned department/user

- Running Network Services on the Servers:
 - Individual departments/individuals connecting to the network over the LAN may run server software, e.g., HTTP/Web server, SMTP server, FTP server, only after bringing it to the knowledge of the IT Team in writing and after meeting the requirements of the college IT policy for running such services.
 - Non-compliance with this policy is a direct violation of the college IT policy, and will result in termination of their connection to the Network. The IT Team will be constrained to disconnect client machines where potentially damaging software is found to exist.
 - A client machine may also be disconnected if the client's activity adversely affects the Network's performance.
 - Access to remote networks using college network connection must be in compliance with all policies and rules of those networks. This applies to any and all networks to which the College Network connects.
 - College network and computer resources are not to be used for personal commercial purposes.
 - Network traffic will be monitored for security and for performance reasons. Impersonation of an authorized user while connecting to the Network is in direct violation of this agreement and will result in the termination of the connection.
- Dial-up/Broadband Connections:
 - Computer systems that are part of the campus-wide network, whether property of the college or personal property, should not be used for dial-up/broadband connections, as it violates the college's security by way of bypassing the firewalls and other network monitoring servers.
 - Non-compliance with this policy may result in withdrawing the IP address allotted to that computer system.

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Wireless Local Area Networks:

- This policy applies, in its entirety, to the department, or division of wireless local area networks. In addition to the requirements of this policy, departments, or divisions must register each wireless access point with IT Team including Point of Contact information.
- Departments must inform IT Team for the use of radio spectrum, prior to implementation of wireless local area networks.
- Schools, departments, or divisions must not operate wireless local area networks with unrestricted access.
- Network access must be restricted either via authentication or MAC/IP address restrictions. Passwords and data must be encrypted.

Internet Bandwidth obtained by Special Divisions:

- Internet bandwidth acquired by any department of the college under any research programme /project should ideally be pooled with the college's Internet bandwidth, and be treated as the common resource of the college.
- Under particular circumstances, which prevent any such pooling with the college Internet bandwidth, such networks should be totally separated from the campus network.
- All the computer systems using that network should have a separate IP address scheme (private as well as public) and the collegegateway should not be specified as an alternative gateway.
- Such networks should be adequately equipped with necessary network security measures as laid down by the college IT policy.
- One copy of the network diagram giving the details of the network design and the IP address schemes used may be submitted to IT Team. Non-compliance to this policy will be a direct violation of the college IT security policy.

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WI-FI USE POLICY

- · The Campus is fully Wi-Fi enabled.
- Wi-Fi Access Point are maintaining by hardware (TP-Link Controller) and Cloud (Cambium) Controller
- Access points are located on all floors in the main block and the annex block, thereby giving access to all classrooms, seminar halls, and laboratories, learning centers, staffrooms, and the administrative wing.
- Each faculty is given an individual Wi-Fi ID and Password to access the internet.
- 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 (G-Suite) 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 G-suite mail ID with unlimited space for online classes. They are also given access to all facilities offered by Google Workspace for Education.
- In an effort to increase the efficient distribution of critical information to all faculty, staff
 and students, and the college administrators, it is recommended to utilize the college
 email services, for formal communication and for academic and other official purposes.
- Email for formal communications will facilitate the delivery of messages and documents to campus and extended communities or to distinct user groups and individuals. Formal

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communications are official notices from the college to faculty, staff and students. These communications may include administrative content, such as human resources information, policy messages, general messages, official announcements, etc. To receive these notices, it is essential that the email address be kept active by using it regularly. For obtaining the college's email account, the user may contact the IT Team for email account and default password by submitting an application in a prescribed proforma.

- Users may be aware that by using the email facility, the users are agreeing to abide by the following policies:
 - The facility should be used primarily for academic and official purposes and to a limited extent for personal purposes.
 - Using the facility for illegal/commercial purposes is a direct violation of the IT policy and may entail withdrawal of the facility. The illegal use includes, but is not limited to, the unlicensed and llegal copying or distribution of software, sending of unsolicited bulk e-mail messages. And generation of threatening, harassing, abusive, obscene or fraudulent messages/images.
 - While sending large attachments to others, user should make sure that the recipient has email facility that allows him to receive such large attachments.
 - User should keep the mail box used space within about 80% usage threshold, as 'mail box full' or 'mailbox almost full' situation will result in bouncing of the mails, especially when the incoming mail contains large attachments.
 - O User should not open any mail or attachment that is from unknown and suspicious source. Even if it is from known source, and if it contains any attachment that is of suspicious nature or looks dubious, user should get confirmation from the sender about its authenticity before opening it.
 - This is very much essential from the point of security of the user's computer, as such messages may contain viruses that have potential to damage the valuable information on your computer.
 - O User should not share his/her email account with others, as the individual account holder is personally held accountable, in case of any misuse of that email account.

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- O User should refrain from intercepting, or trying to break into others email accounts, as it is infringing the privacy of other users.
- While using the computers that are shared by other users as well, any email account that was accidentally left open by another user, should be promptly closed without peeping into its contents, by the user who has occupied that computer for its use.
- Impersonating email account of others will be taken as a serious offence under the college IT security policy.
- It is ultimately each individual's responsibility to keep their e-mail account free from violations of college's email usage policy.
- All the mails detected as spam mails go into SPAM MAIL folder of the respective users' mail accounts. Users are requested to open these folders periodically to check any important mail wrongly stamped as SPAM mail and went into this folder.
- Use of the emails for political purposes is prohibited.

WEB SERVER & CLOUD HOSTING POLICY

- The college maintains two webservers (Moodle, Virtual Video Library) for its intranet and internet services.
- The college website is accessible at https://stc.ac.in/. It is hosted on an external cloud platform. Information on the website is updated daily.
- All intranet applications are run on the college-owned web servers.
- Users are given Login IDs and passwords to access server information, subject to restricted access policies.
- 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.

IT POLICY





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COLLEGE DATABASE USAGE POLICY

- The College has its own database for maintaining student and other academic data.
- Information access is restricted for persons outside the institution.
- Any request for information/data is forwarded to the Principal's Office.
- Strict disciplinary action will be taken against any individual or company who conducts unlikely event of any tampering or deletion of the college's data.

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. offcampus 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.

IT POLICY

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Sree Saraswathi Thyagaraja College (Autonomous)



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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 Secretary, Principal, Administrative Head and Security Head.

ANTI-VIRUS PROTECTION AND RENEWAL POLICY

- All computer systems in the college are covered under anti-virus protection.
- Application and Data Web Servers are secured with K7 Total Security antivirus protection.
- Tacitine firewall covers aspects of network security, email security, mobile security, and unified threat management.
- Cisco 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 engineers.
- 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.

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- Major Networking issues and Operating system failures are restored by System Manager
- 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 under Annual Maintenance Contract.
- 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.
- Faculty 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.

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

IT Team head is given access control to create Licensed Zoom meetings for webinars/
 Conference/ Workshops with prior approval from Principal.

IT POLICY

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Sree Saraswathi Thyagaraja College (Autonomous)



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- Online Meetings/ Conferences/Workshops are recorded and stored in CDs and other storage device
- Departments are encouraged to use paid Zoom meetings 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 Any Desk, Team Viewer with prior approval from Deputy System Manager.

E- WASTE MANAGEMENT

- The not-working and obsolete Computer spares are properly disposed in covers and kept in a closed room away from direct sun light.
- Every academic year, we dispose the e-waste to certified e-waste recycler (STC has MOU with a certified e-waste collector) as per the guidelines of the State Pollution Control Board Rules.

GREEN COMPUTING

- To adapt green Computing for eco-friendliness
- All CRT monitors are replaced to LCD and LED to reduce Power Consumption, and recycle and use the old PC with minimum replacement spares.
- Systems are enabled to sleep mode.
- Normal HDD are replaced to SSD for fast working of systems and reducing heat and power Consumption as "minimum utilization – maximum outcome of work"
- All are encouraged to follow the rules of "minimum resource and maximum utilization" of systems and printers.

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OUTCOMES

- ✓ Effective usage of IT infrastructure
- √ Safe and secure IT ecosystem
- ✓ Eco-friendly practices

IT POLICY



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