



IT POLICY (REVISED)

BARKATULLAH UNIVERSITY, BHOPAL

(2024)

IT Policy (Revised)

1. Purpose

The purpose of this document is to create a Policy for Usage, purchase, installation, maintenance and Management of authorized components of IT in University. This will help in minimizing the need of repeated follow-up or avoiding un-authorized access in campus thereby having a standard operating environment with a pre-defined Service Level Agreement (SLA).

2. Scope

This policy applies to all members of the institution including students, teaching staff, non- teaching staff, visiting faculties, vendors and contractors. This policy covers the Usage, Purchase, installation, maintenance and Management of components of IT.

3. Policy

- Students, Teaching and Non - Teaching Staff, Management and visiting Guests and Research Fellowship Members are authorized to use the computing, networking, and other IT facilities for academic purposes, official university business, and for personal purposes as long as such use does not violate any law or any university policy.
- The University prohibits its users from gaining or enabling unauthorized access to forbidden IT resource on the University network. Any such attempt will not only be the violation of University Policy but may also



violate national and international cyber laws, provisions under The Information Technology Act of India and infringe the principals of National Cyber Security Policy, and subject the user to both civil and criminal liability.

- However, the University reserves all the rights to access and analyze the IT resource and Information for any legal and/ or institutionally provisioned operation, on its own or through its affiliates.
- The University prohibits its users from sending, viewing or downloading fraudulent, harassing, obscene (i.e., pornographic), threatening, or other messages or material that are a violation of applicable law or University policy. Users must not violate various IPR and copyright law(s), and licensing policies as associated with copyrighted materials and software. Any unlawful file- sharing, use of any form of illegal or pirated or un-licensed software, on the University's IT resources (including individually owned IT resource being used under Institutional IT privileges) is strictly prohibited and any such act shall constitute a violation of the University policy.
- University also recommends its students, faculty and office staff, to use Open Source Operating Systems (OS) and Processing Software (PS) such as Ubuntu/ CentOS or other and Libre Office/ OpenOffice/ WPS Office, respectively. Further, users of the computers sponsored directly or indirectly by University should migrate on the recommended OS & PS as their primary software and should generate expertise on it. In case of technical limitation in such adaptation, relaxation may be requested from competent authority on valid grounds.
- No user should attempt to affect the availability of IT resource, whether

accidentally or deliberately. As long as individual departments, Hostel, individual units etc. can retain consistency in compliance of the IT (Usage) Policy, University, they may further define and implement additional "conditions of use" for IT resources under their control. It will be the responsibility of the Units to publicize and enforce such conditions of use.

- Users are expected to take proper care of equipment, and are expected to report any malfunction to the staff on duty or to the in-charge of the facility. Users should not attempt to move, repair, reconfigure, modify, or attach external devices to the systems.
- Violations of policy will be treated as academic misconduct Depending upon the nature of the violation, the University authorities may take an action.
- The policy may change as and when it is considered appropriate and new policies or the changes in policy will take effect immediately after a brief announcement by any means, e-mail, printed notices, or through the news groups.

4. Usage terms

a. Software

- All members are not allowed to install software directly in the institution IT assets.
- Faculty, Lab's and Support departments by default needs to use Open Source Software



b

Only as an exception, licensed software's with proper justification and approvals will be taken for consideration.

All requests for software need to be pre-approved by the department & institution head and sent to Computer centre team.

If the approved software is open source, freeware or demo software then it will be verified and approved and installed by Computer. Usage of this software needs to be within the terms and conditions bound by software and any violation will be subject to disciplinary action.

If the approved software is supplied by a licensed Original Equipment Manufacturer(OEM), then it will be approved by Computer centre and procured as per the standard process and will be installed by Computer centre Team members with license.

If Software is eligible for free usage in education institutions, then it will be verified by the Department Head / Computer centre before proceeding with the installations.

In order to maximize the usage of the licensed Software, they can be purchased as Stationed based licenses or common user based licenses. In such scenarios the departments are liable to keep a record of users who uses the software's.

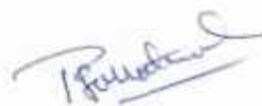
Computer centre Team keeps a record of the software licenses procured, distribution list, serial numbers, receipts and invoices, Software licensing terms along with the end date of agreement

Original Software DVD procured will be stored in Computer centre.

Any Transfer of licenses between the departments needs to be approved by Department Heads / Deans along with Computer centre for initiation of transfer.

b. Network

- All members are not allowed to install Network devices directly in the institution.
- All requests for Network and bandwidth needs to be pre-approved by the Department Heads /Deans before submitting the requests to Computer centre
- If the approved device is supplied by a licensed OEM, then it will be approved by Computer centre and procured as per the standard procedure and will be.
- Computer centre Team keeps a record of the Network devices procured, distribution list, serial numbers, receipts and invoices, licensing terms along with the end date of agreement.
- Original Installation / Serial number Software DVD procured will be stored in Computer centre.
- Any Transfer of Network devices between the departments needs to be approved by Department Heads / Deans along with Computer centre for initiation of transfer.
- Un-installation of Network devices will be done with necessary approvals by Computer centre.
- Any obsolete network device that needs to be disposed / written off will be approved by Computer centre and Finance before disposal.
- Any personal network device usage within the institution is strictly prohibited.
- Renewal or extension for the usage of network / bandwidth has to be pre-approved by the department heads and sent to Computer centre
- High Availability to be implemented wherever possible for network devices, login servers and ICT Bandwidth providers to overcome disaster scenarios.



Hardware

- Hardware (H/W), in the context of IT and Software technology, refers to the physical elements that make up a computer or electronic system and everything else involved that is physically tangible.
- Network equipment: electronic devices which are required for communication and interaction between devices on a computer network. Specifically, they mediate data transmission in a computer network.
- Storage resources: are the collective methods and technologies that capture and retain digital information on electromagnetic, optical or silicon-based storage media.
- Power and cooling infrastructure: Backup power consists of one or more uninterruptible power supplies (UPS), battery banks, and/or diesel / gas turbine generators with sufficient cooling arrangements for the continuous operation of IC during electric supply failures.
- Input/output devices: Add on systems associated with the computing machines, to feed and get the processed information.

d. Security

- No one shall use University computer or network facility without proper authorization. No one shall assist in, encourage, or conceal from authorities any unauthorized use, or attempt at unauthorized use.
- No one shall use the University communication facilities to attempt unauthorized use, nor to interfere with others' legitimate use, of any computer or network facility anywhere.
- No one shall connect any computer to any of the University networks unless it meets technical and security standards set by the Institute administration.
- No one shall give any password for University computer or network facility to any unauthorized person, nor obtain any other person's password by any unauthorized means whatsoever. No one except the system administrator in charge of a computer is authorized to issue passwords for that computer.
- No one without specific authorization shall read, alter, or delete any other person's computer files or electronic mail. This rule applies regardless of whether the operating system of the computer permits these acts.
- No one without proper authorization shall modify or reconfigure any University computer or network facility.
- No one shall store confidential information in computers or transmit confidential information over University networks without protecting the information appropriately.

Anti virus Policy

No one without proper authorization shall modify or reconfigure any University computer or network facility of antivirus.

Do not use the information that are not allowed by licensed antivirus software.



f. Website

The purpose of the University website design and contents policy is to ensure that the website maintenance team and the Computer center are aware of the design and contents procedure and the way they maintain it. The objective of this policy is to define the roles, responsibilities and critical elements for the efficient operations and support of Institution website. All the contents of the website should be provided by the concerned head of the division / department / school through proper approval.

g. Maintenance

The maintenance policy of the University website should address the following:

- Thoroughly review and test the entire website (annually or after any updates).
- Test the website forms/checkout process (quarterly or after any updates).
- Security updates and bug fixes (monthly or as patches are released).
- Renew the domain names (annually).
- Check backups (annually).
- Test browser compatibility (annually).
- Update dates and copyright notices (annually).
- Review contact information (annually or as needed).
- Review and update legal disclaimers (annually).

The division / department / institute wants to update the contents of their page, they can send the updated contents through official email to the website maintenance team. This updates to be done will be assigned to a staff member by the head of website maintenance team / Computer center.

The assigned Staff member will respond to updating of webpage content requests submitted to the website maintenance team. If a request cannot be processed within the stipulated timeframe, the Staff should inform the sender who submitted the request and the Computer center about the issue.

Once the website maintenance team receives the mail it will use the following guidelines to prioritize its response to requests.

. Responsibilities of university

A. Maintenance of Computer Hardware & Peripherals

COMPUTER CENTER is responsible for maintenance of the university owned computer systems and peripherals that are either under warranty or annual maintenance contract, and whose responsibility has officially been entrusted to this Cell.

B. Receiving Complaints

COMPUTER CENTER may receive complaints from the users if any of the computer systems or peripherals that are under maintenance through them are having any problems. The designated person in COMPUTER CENTER receives complaints from the users of these computer systems and coordinates with the service engineers of the respective brands of the computer systems to resolve the problem within a reasonable time limit.

C. Scope of Service

COMPUTER CENTER will be responsible only for solving the hardware related problems or OS or any other application software that were legally purchased by the university and was loaded by the company.

D. Installation of Un-authorized Software

COMPUTER CENTER or its service engineers should not encourage installing any unauthorized software on the computer systems of the users. They should strictly refrain from obliging such requests.

E. Reporting IT Policy Violation Incidents



If COMPUTER CENTER or its service engineers come across any applications that are interfering with the network operations or with the IT policies of the university, such incidents should be brought to the notice of the university authorities.

F. Reporting incidents related to Network Operations

When the network port of any particular computer system is turned off due to virus or related activity that is affecting the network performance, and after taking necessary corrective action COMPUTER CENTER or service engineers should inform university authorities.

G. Rebuilding the Computer System

When the service engineers reformat the computer systems and re-install OS and other application software, care should be taken to give the same hostname, IP address, network Mask, gateway as it was having earlier. Further, after installing the OS all the patches/latest service pack should also be properly installed. In case of anti-virus software, service engineers should make sure that its latest engine and pattern files are also downloaded from the net. Further, before reformatting the hard disk, dump of only the data files should be taken for restoring.

6. Future Needs

Following components need to be updated in near future for the smooth functioning of the university under IT policy:-

a. Networking

Almost every student is now aware of the terms online education and distance learning. Students can easily access lectures or classes on various academic subjects to clear all of their doubts.

Internet facilities are important for several reasons:

- **Communication**
- **Academic Purposes**
- **Information and Learning**
- **Online Services**
- **Professional Development**
- **Emergency Situations**

b. MIS

- A Management Information System or MIS is a central data repository capable of not only gathering, organizing, and storing student data but also processing and analysing it and generating various reports from it.
- It manages, plans, and strategize to implement work processes to execute the education system smoothly. Initially, the primary purpose and use of management information systems (MIS) were to make university office activities more efficient.
- Management information system creates a repository of all the student data that is collected regularly and keeps them safe. MIS provides administrators and teachers with the information they need for effective planning, policy development and evaluation.
- The data is collected and stored in such a way that it can be easily searched and retrieved using a few keywords even after years.
- The system helps the institute to conduct exams, admissions, and fees management by offering restricted access to various individuals.



c. Library management software

The "Library Management System" has been developed to override the problems prevailing in the practicing manual system. It support to eliminate and, in some cases, reduce the hardships faced by this existing system. It is designed for the particular need of the university to carry out operations in a smooth and effective manner. The application is reduced as much as possible to avoid errors while entering the data. It also provides error message while entering invalid data. No formal knowledge is needed for the user to use this system. It should be user-friendly. Library Management System, can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping. Thus, it will help university in better utilization of resources. Challenges to overcome and managing the information of Books, Student, Librarian, Address, Member will be reduced after using library management software.


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