Ethiraj College For Women

INFORMATION TECHNOLOGY POLICY

Rules and Regulations

Issuing Authority
IT Team
Ethiraj College for Women

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Introduction

Situated in the heart of the city of Chennai in 9 acres of campus area, the College stands self-contained with prestigious structures measuring a total plinth area of 3,48,751sq.ft. This admirable infrastructural facility and the sound vision on which the Institution is built, is upheld by the successive Managements, Principals, Faculty and Students and this has gained for the College the five star status from NAAC and the College with Potential for Excellence (CPE) award from the UGC. Thousands of students have passed out of the portals of the College, carrying with them the aura and dignity of the Institution itself.

These former students today occupy enviable positions all over the world from diplomatic circles to law and order, to teaching and caring for the under-privileged. They have also won national awards for their contribution to the nation's cultural and educational legacy. In strengthening the core competencies, the College has been making steady progress. The College has a dedicated team of 346 faculty members who maintain academic excellence and about 7335 students who are the anchor to sustain the vision of the Institution. The College has high standards of academic excellence and a constant zeal for continuous updating and renewal of skills and knowledge.

It is not the strongest of the species that survive, nor the most intelligent, but the most responsive to change. – Charles Darwin

Ethiraj College for Women (Autonomous) provides access to high-end infrastructure and IT services to students, researchers and teachers.

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 , researchers, staffs and teachers to raise a query or a support ticket to get the issues resolved at the stipulated 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.
- Provide strategic document and planning and input on firm 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 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 mmaintained 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 with HD Cameras 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 webservers 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 9:30 am to 5:30 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 150 Mbps internet bandwidth from Tata, with 75 Mbps from Vodafone. 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 and the annex block, thereby giving access to all classrooms, seminar halls, 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.

Web Server & Cloud Hosting Policy

- The college maintains two webservers for its intranet and internet services.
- The college website is accessible at https://ethirajcollege.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.
- 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.

Institute Database Usage Policy

- The institute has its own database creation and access to information policies.
- 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 institution's data.

Faculty Use Policy/Responsiblities 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, Vice Principal and Administrative 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 Mcafee antivirus protection.
- Sophos xg 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 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.
- On call support is deployed across the campus with the help of DTS system.
- 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.
- All systems and networking devices are covered under AMCs.

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.
- Faculty regularly conduct assignments, quizzes and online assessments and evaluate the same through G-classrooms.
- End-semester examinations are also conducted using a separate Examination ID of the students and live proctoring will be done by the students.
- Valuators are given access to value answer script through G-classroom.
- Answer Scripts are downloaded and archived.

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 Wwebinars/Conference/Workshops with prior approval front 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.