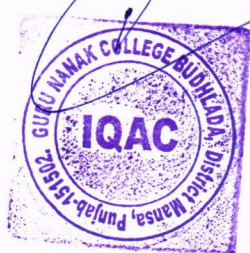


IT Policy & Guidelines

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1. Need for IT Policy

- IT Policy is being documented for fair and transparent academic purpose for use of various IT resources in the Campus for Students, faculty, Staff, Management and visiting Guests and Research Fellowship Members.
- Due to the policy initiative and academic drives, IT resource utilization in the Campus has grown by leaps and bounds during the last decade.

IT Cell of the college has been given the responsibility of running the institute's intranet and Internet services. College is running the Firewall security, DHCP, DNS, email, web and applications restrictions and managing the network of the institute.

Guru Nanak College, Budhlada is getting its Internet bandwidth from Connect Broadband. Total bandwidth availability 200 Mbps (leased line 1:1).

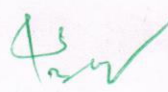
With the extensive use of the Internet, network performance outreach in three ways:

- When compared to the speed of Local Area Network (LAN), Internet traffic over the Wide Area Network (WAN) is a potential bottleneck.
- When users are given free access to the Internet, non-critical downloads may clog the traffic, resulting in poor Quality of Service (QoS) and affecting critical users and applications.
- When computer systems are networked, viruses that get into the LAN, through Intranet/Internet, spread rapidly to all other computers on the net, exploiting the vulnerabilities of the operating systems.

Too many concurrent users, who are on the high-speed LANs trying to access Internet resources through a limited bandwidth, definitely create stress on the Internet bandwidth available.

Every download adds to the traffic on the Internet. This adds to costs and after a point, brings down the Quality of Service and Quality of Experience. Reducing Internet traffic is the answer. Computer viruses attach themselves to files, spread quickly when files are sent to others and are difficult to eradicate. Some can damage the files as well as reformat the hard drive, causing




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extensive loss to the enterprise. Others simply attach themselves to files and replicate themselves, taking up network space and slowing down the network.

Apart from this, plenty of employee time is lost with a workstation being scanned and cleaned of the virus. Emails, unsafe download, file sharing and web surfing account for most of the virus attacks on networks. Once they gain entry into the network, viruses attach themselves to files, replicate quickly and cause untold damage to information on the network.

They can slow down or even bring the network to a halt.

Containing a virus once it spreads through the network is not an easy job. Plenty of man-hours and possibly data are lost in making the network safe once more. So, preventing it at the earliest is crucial.

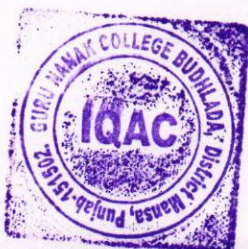
Hence, in order to securing the network, IT Cell has been taking appropriate steps by installing firewalls, access controlling and installing virus checking and content filtering software at the gateway.


However, in the absence of clearly defined IT policies, it is extremely difficult to convince users about the steps that are taken for managing the network. Users tend to feel that such restrictions are unwarranted, unjustified and infringing the freedom of users. As IT users are aware, all the educational institutions worldwide have IT policies implemented in their respective institutions.

Without strong management policies, IT security measures will not be effective and not necessarily align with management objectives and desires.

Further, due to the dynamic nature of the Information Technology, Information security in general and therefore policies that govern information security process are also dynamic in nature. They need to be reviewed on a regular basis and modified to reflect changing technology, changing requirements of the IT user community, and operating procedures.

It may be noted that institute IT Policy applies to technology administered by the institute centrally or by the individual departments, to information services provided by the institute administration, or by the individual departments, or by individuals of the institute community, or




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by authorized resident or non-resident visitors on their own hardware connected to the institute network. This IT policy also applies to the resources administered by the central administrative departments such as Library, Computer Centers, Laboratories, Offices of the institute, or hostels and guest wherever the network facility was provided by the institute.

Further, all the faculty, students, staff, departments, authorized visitors/visiting faculty and others who may be granted permission to use the Institute's information technology infrastructure, must comply with the Guidelines. Certain violations of IT policy laid down by the institute by any institute member may even result in disciplinary action against the offender by the institute authorities. If the matter involves illegal action, law enforcement agencies may become involved.

Applies to

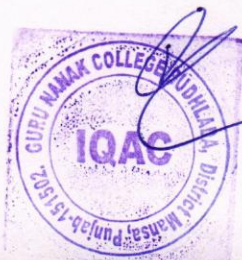
Stake holders on campus or off campus

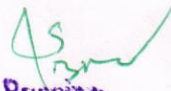
- Students: Diploma, UG, PG, Research
- Employees (Permanent/ Temporary/ Contractual)
- Faculty
- Administrative Staff (Non-Technical / Technical)
- Higher Authorities and Officers
- Guests

Resources

- Network Devices wired/ wireless
- Internet Access
- Official Websites, web applications
- Official Email services
- Data Storage

- Mobile/ Desktop / server computing facility
- Documentation facility (Printers/Scanners)
- Multimedia Contents




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2. Vision, Mission and Objectives

- **IT Vision:** - To become globally competitive and sustainable IT resourceful institute and to provide skill oriented quality education in information technology.
- **IT Mission:** - To provide support, guidance and latest knowledge of information technology to staff and students. To update and enhance IT resources as per global standards, and to Implement IT policy through strategic planning.
- **Policy Objectives:** -

The objectives of the IT policy are as follows:

- To provide all required IT resources as per the academic programs and new IT technologies which will benefit the students and staff.
- To effectively have an annual plan of introducing new technologies in-line with the Academia.
- Create provision for priority up-gradation of the products
- Create Provision for Annual Maintenance expenses to ensure maximum uptime of the products.
- Plan and invest for redundancy at all levels.
- To ensure that the products are updated and catered 24x7 in the campus or as per the policies lay down by the College Management.

3. IT Hardware Installation Policy

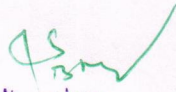
The user community of the institute's network must observe certain precautions while installing their computers or peripherals so that he/she suffers the least possible inconvenience from the interruption of services due to hardware failure.

• Primary User

An individual in whose room the computer is installed and is primarily used by him/her is considered to be "primary" user. If a computer has multiple users, none of whom are considered the "primary" user, the department Head should make an arrangement and make a person responsible for compliance.

a) End User Computer Systems




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Apart from the client PCs used by the users, the institute will consider servers not directly administered by IT Cell, as end-user computers. 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 though registered with the IT Cell, are still considered under this policy as "end-users" computers.

b) Warranty & Annual Maintenance Contract

Computers purchased by any Department/Cells should preferably be with 3-year on-site comprehensive warranty. After the expiry of warranty, computers would be maintained by IT Cell or by external Service Engineers on call basis. Such maintenance includes OS re-installation and checking virus related problems also.

c) Power Connection to Computers and Peripherals

All the computers and peripherals should be connected to the electrical point strictly through UPS. 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.

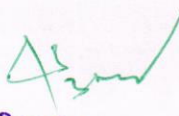
d) Network Cable Connection

While connecting the computer to the network, the connecting network cable should be away from any electrical/electronic equipment, as they 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.

e) 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 network, they should be protected with password and also with read only access rule.




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f) Maintenance of Computer Systems provided by the Institute

For all the computers that were purchased by the institute centrally and distributed by the IT Cell will attend the complaints related to any maintenance related problems.

g) Noncompliance

Faculty, staff, and students not complying 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, inoperable computer resulting in loss of productivity. An individual's non-compliant computer can have significant, adverse effects on other individuals, groups, departments, or even whole institute. Hence it is critical to bring all computers into compliance as soon as they are recognized not to be.

4. Software Installation and Licensing Policy


Any computer purchases made by the individual departments/cells 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, Institute IT policy does not allow any pirated/unauthorized software installation on the institute owned computers and the computers connected to the institute campus network. In case of any such instances, institute will hold the department/individual personally responsible for any pirated software installed on the computers located in their department/individuals' rooms.

a) Operating System and its Updating

Individual users should make sure that respective computer systems have their OS updated in respective of their service packs/patches, through Internet. This is particularly important for all MS Windows based computers (both PCs and Servers). Updating OS by the users helps their computers in fixing bugs and vulnerabilities in the OS that were periodically detected by the Microsoft for which it provides patches/service packs to fix them.




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b) Antivirus Software and its updating

Computer systems used in the institute 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. 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 IT Cell.

c) Backups of Data

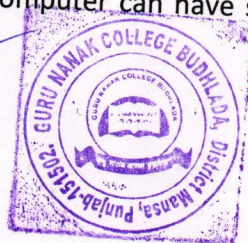
Individual users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible.

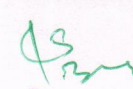
Preferably, at the time of OS installation itself, one can have the computer's hard disk partitioned into many volumes typically C, D and so on. OS and other software should be on C drive and user's data files on the other drives (e.g. D, E). In case of any virus problem, generally only C volume gets 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 on CD / DVD or other storage devices such as pen drives, external hard drives.

d) Noncompliance

Faculty, staff, and students not complying with this computer security policy leave themselves and others at risk of virus infections which could result in damaged or lost files inoperable computer resulting in loss of productivity risk of spread of infection to others confidential data being revealed to unauthorized persons.

An individual's non-compliant computer can have significant, adverse effects on other




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individuals, groups, departments, or even whole institute. Hence it is critical to bring all computers into compliance as soon as they are recognized not to be.

e) Computer Center Interface

IT Cell 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/phone. The individual users will follow-up the notification to be certain that his/her computer gains necessary compliance. The IT Cell will provide guidance as needed for the individual to gain compliance.

5. Network (Intranet & Internet) Use Policy

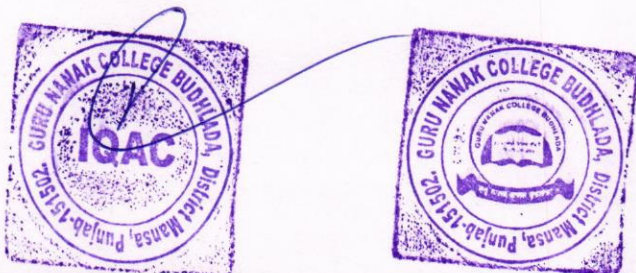
Network connectivity provided through an authenticated network access connection or Wi-Fi is governed under the Institute IT Policy. The IT Cell is responsible for the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the Institute's network should be reported to IT Cell.

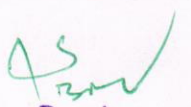
a) IP Address Allocation

Any computer (PC/Server) that will be connected to the institute network should have an IP address assigned by the Computer Center. Departments should follow a systematic approach, the range of IP addresses that will be allocated to each building. So, any computer connected to the network from that building will be allocated IP address only from that Address pool. Further, each network port in the room from where that computer will be connected will have binding internally with that IP address so that no other person uses that IP address unauthorized from any other location.

As and when a new computer is installed in any location, the concerned user has to take IP address allocation from Computer Center / respective department.

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.




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