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IT POLICY

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Systems and Networking Centre (SNC)

It.support@saintgits.org

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SAINTGITS College of Applied Sciences (SCAS)

IT Policy is being documented for fair and transparent academic purpose for use of various **IT** resources in the campus for students, staff, management and guests.

Due to the policy initiative and academic drives, IT resource utilization in the Campus has grown by leaps and bounds during the last decade.

Systems and Networking Centre (SNC), is the department that has been given the responsibility of running the Institution's Intranet and Internet services and the management of all of the IT related devices & systems.

SAINTGITS has network connections to every computer system installed in each building across the campus and hostel.

SNC is running the Firewall security, DHCP, DNS, email, web services, application servers, etc. and manage the effective functioning of the network.

The computing resources at SAINTGITS College of Applied Sciences, Kottayam is intended to support the educational, instructional, and administrative activities of the college and the use of these resources is a privilege that is extended to members of the SCAS community. The IT policy of the college is formulated to maintain, secure, and ensure legal and appropriate use of Information technology infrastructure established in the campus and provide guidelines on acceptable and unacceptable use of IT resources of the college. This policy establishes strategies and responsibilities for protecting the confidentiality, integrity, and availability of the information assets that are accessed, created, managed, and/or
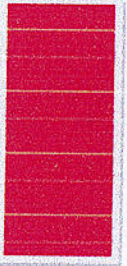
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controlled by the college. Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information. In addition, this policy supports effective organizational security and protects users and IT resources from, but not limited to cyber criminals, bullying, misuse of accounts and assets as well as the spread of malicious software.

Policy in charges

- College Management
- IT in charge/Manager
- Website Admin, Network Administrator
- LMS Admin and Other IT related in-charges
- Software in-charge/System Administrator

Software Management Unit has been given the responsibility of running the intranet and Internet services of the college. Software Management Unit is running the Firewall security, Proxy, DHCP, DNS, email, web and application servers and manage the network of the college. Software Management Unit has been taking appropriate steps by installing firewalls, access controls and installing vims checking and content filtering software at the gateway.

Due to the dynamic nature of Information Technology, information security in general and therefore policies that govern information security process are also dynamic in nature.
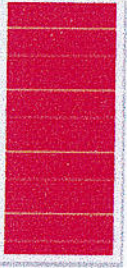
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They need to be reviewed on a regular basis and modified to reflect changing technology, changing requirements of the IT user community, and operating procedures. The purpose of the IT policy is to set direction and provide information about acceptable actions and prohibited actions or policy violations. Guidelines are created and provided to help the organization, the departments and individuals who are part of the college community to understand how the college policy applies to some of the significant areas and to bring conformity with the stated policies.

Classification of IT policies

A.   IT Hardware Installation policy

The purpose of this policy is to:

a) Provide a framework for the acquisition and support of all desktop and laptop computers, mobile devices, tablets and operating systems, email system and software suites.

b) Promote the use of standard software and hardware to

   1) effectively organize the college academic activities

   2) ensure teaching and learning process with the aid of advanced technologies.

c) Inform staff and students of software usage and licensing obligations.

d) Ensure the correct disposal and data cleansing of SCAS desktop computers, laptops and another IT equipment's.

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Scope / Application

This policy applies to all SCAS staff and students.

The copyright licensing for software covers the use of software by all staff and students of SCAS and any person that has a legitimate relationship with the institution. All users must abide by the terms of license.

This policy applies to all SCAS procured and supplied information and Communications Technology (ICT) hardware, software and electronic devices such as smart phones and tablets.

Procurement and Support of PCs and laptops/tablets

PCs and Laptops/tablets can be purchased through Procurement and must conform to the Institutions' Purchasing Policy, Contracts Policy and to relevant Operational Health and Safety policies.

SNC will provide support for PCs and Laptops/tablets which are College assets and SNC recommended brands that meet the stated minimum standards for the purpose for which they are to be used.

PCs and Laptops/tablets that are not SNC recommended brands cannot be guaranteed to run standard software and therefore will not be supported by SNC or connected to the college network without prior approval from the Manager, IT Operations.

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B. Software Installation and Licensing policy

Overview

Allowing *Stake holders* to install software on SAINTGITS computing devices opens the organization up to unnecessary exposure. Conflicting file versions or DLLs which can prevent programs from running, the introduction of malware from infected installation software, unlicensed software which could be discovered during audit, and programs which can be used to hack the organization's network are examples of the problems that can be introduced when *Stake holders* install software on SAINTGITS equipment.

Purpose

The purpose of this policy is to outline the requirements around installation software on SAINTGITS owned computing devices and to minimize the risk of loss of program functionality, the exposure of sensitive information contained within SAINTGITS' computing network, the risk of introducing malware, and the legal exposure of running unlicensed software.

Scope

This policy applies to all SAINTGITS *Stake holders on campus or off campus*, contractors, vendors and agents with IT resources administered within

SAINTGITS Network System. This policy covers all computers, servers, smartphones, tablets and other computing devices operating within SAINTGITS.

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Policy

- *Stake holders* may not install software on SAINTGITS' computing devices operated within the SAINTGITS Network System.

- Software requests must first be approved by the Head of the Department and then be made to the Information Technology Department in writing or via email.

- Software must be selected from an approved software list, maintained by the Information Technology Department, unless no selection on the list meets the requester's need.

- The Information Technology Department will obtain and track the licenses, test new software for conflict and compatibility, and perform the installation.

Policy Compliance

Compliance Measurement

The IT team will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

Exceptions

Any exception to the policy must be approved by the IT team in advance.

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Non-Compliance

Any *Stake holder* found to have violated this policy may be subjected to disciplinary action.

E-mail Account use policy

Scope

Electronic mail (email) is a primary means of communication both within SAINTGITS and externally. It allows quick and efficient conduct of business, but if used carelessly or unlawfully, it carries the risk of harm to the institution and members of its community.

Purpose

The purpose of this policy is to describe the permitted uses of SAINTGITS email. This policy is not meant to supersede or replace, but should be read together with other SAINTGITS policies. The Information Technology Policy contain details that are relevant to the use of email. Capitalized terms that are used but not defined in this policy are intended to have the definitions detailed in the Information Technology Policy.

Compliance with this Policy helps the institution to achieve two goals:

- Improve the successful delivery of Institutional communications to all faculty, staff and students.
- Reduce the risk of institutional data classified as High Risk going through email systems not managed by the Institution.

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C. Network (Intranet & Internet) Use policy

Scope

This policy details specific requirements for the use of all Computing and Network (Intranet & Internet) resources at SAINTGITS, including electronic and hardcopy data, information, and information assets. Information resources and technology at SAINTGITS, support the educational, instructional, research, and administrative activities of the institution, and the use of these resources is privilege that is extended to members of SAINTGITS community. As a user of these services and facilities, you have access to valuable SAINTGITS resources, to high risk and/or moderate risk information, and to internal and external networks. Consequently, it is important for you to behave in a responsible, ethical, and legally compliant manner.

In general, acceptable use means ensuring that the information resources and technology of the institution are used for their intended purposes while respecting the rights of other computer users, the integrity of the physical facilities, the confidentiality of data, information, and information assets, and all pertinent license and contractual agreements. If an individual is found to be in violation of the IT Policy, the institution may take disciplinary action, including restriction of and possible loss of network privileges or more serious consequences, up to and including suspension, termination, or expulsion from the institution. Individuals may also be subject to federal, state, and local laws governing many interactions that occur on the institution's networks and on the internet. These policies and laws are subject to change as state and federal laws evolve.

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Purpose

This policy applies to all users of computing resources owned or managed by SAINTGITS. Individuals covered by the policy include, but not limited to, SAINTGITS faculty and visiting faculty, staff, students, alumni, contractors, volunteers, guests or agents of the administration, and external individuals and organizations accessing network services via the institution's computing facilities.

Computing resources include all SAINTGITS-owned, licensed, or managed hardware and software, data, information, information assets, SAINTGITS assigned user accounts, and use of the Institutional network via physical or wireless connection, regardless of the ownership of the computer or device connected to the network.

These policies apply to technology whether administered in individual departments and divisions or by central administrative departments. They apply to personally owned computers and devices connected by wire or wireless to SAINTGITS network, and to Off-site computers that connect remotely to the institution's network services.

Requirements

In making acceptable use of resources, individuals covered by this policy must:

- Use resources only for authorized purposes.

- Protect their User IDs, digital / electronic signatures, other authentication and authorization mechanisms, and systems, from unauthorized use. Each individual is responsible for all accesses to SAINTGITS information resources and technology by their User IDs, digital/electronic signatures, and other authentication and authorization mechanisms, and for any activity originating from their systems.

- Access only information to which they have been given authorized access or that is publicly available.

- Protect electronic and hardcopy data, information, and information assets

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classified as High-Risk or Moderate-Risk (i.e., "confidential"), in compliance with the Data Security Classification policy, published SAINTGITS security and other policies, and applicable Federal, State, and Local laws.

- Use only legal versions of copyrighted software in compliance with vendor license requirements.

- Be considerate in the use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, degrading services, or wasting computer time, connection time, disk space, printer paper, manuals, or other resources.

- Restrict personal use of the Institution's information resources and technology to incidental, intermittent and minor use that is consistent with applicable law and SAINTGITS Policy.

- Include only material germane to Institutional matters in SAINTGITS or departmental electronic communications, such as e-mail, Websites, blogs, etc. *Personal we bsites, chat rooms, web logs (also known as blogs) and other forms of publicly available electronic communications hosted on or linked from SAINTGITS information resources and technology must comply with this Acceptable Use Policy and prominently include the following disclaimer: "The views, opinions and material expressed here are those of the author and have not been reviewed or approved by SAINTGITS."*

- Store confidential data only in SAINTGITS approved secured locations.

- Transmit / transport confidential data, information, and information assets only via SAINTGITS approved secured mechanisms.

- Bring Your Own Device (BYOD) in only SAINTGITS approved means.

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- Revise passwords and other authentication and authorization mechanisms suspected of compromise.
- Report identified or suspected security incidents to the IT team.

In making acceptable use of resources, individuals covered by this policy must not:

- Gain access to or use another person's system, files, or data without permission (note that permission from an individual user may not be sufficient – some systems may require additional authority).

- Reveal a password or other authentication and authorization means to any other individual, even those claiming to be an IT support technician (over the phone or in person).

- Use computer programs to decode passwords or access-control information.

- Attempt to circumvent or subvert system or network security measures.

- Engage in any activity that is intended to harm systems or any information stored thereon, including creating or propagating malware, such as viruses, worms, or "Trojan horse" programs; disrupting services; damaging files; or making unauthorized modifications to Institutional data.

- Make or use illegal copies of copyrighted software, store such copies on SAINTGITS systems, or transmit them over SAINTGITS networks.

- Use e-mail, social networking sites or tools, or messaging services in violation of

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laws or regulations or to harass or intimidate another person, for example, by broadcasting unsolicited messages, by repeatedly sending unwanted mail, or by using someone else's name or User ID. Waste shared computing or network resources, for example, by intentionally placing a program in an endless loop, printing excessive amounts of paper, or by sending chain letters or unsolicited mass mailings.

- Use the institution's systems or networks for commercial purposes; for example, by selling access to your User ID or by performing work for profit with SAINTGITS resources in a manner not authorized by SAINTGITS.

- State or imply that they speak on behalf of SAINTGITS or use SAINTGITS trademarks and logos without authorization to do so.

- Violate any applicable laws and regulations or SAINTGITS policies and procedures that govern the use of IT resources.

- Transmit commercial or personal advertisements, solicitations, endorsements, or promotions unrelated to the business of the SAINTGITS.

- Use "auto-forward" rules to send business e-mail to a non-institutional e-mail account if the e-mail contains any high risk, and/or confidential information.

- Send or receive high risk and/or confidential information via the internet without making reasonable accommodations for the security of such information.

- Modify, without proper authorization, any of the institution's information resources and technology, including the work products of others.

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- Store confidential data on local drives, flash drives, or other portable or external media.

IT Policy Applies to

Stake holders on campus or off campus

- Students: UG and PG
- Faculty
- Administrative Staff
- 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 Content

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IT policy applies to the resources administered by the central administrative departments such as library, computer laboratories, offices of the institution, or hostels and guest houses, or residences wherever the network facility was provided by the institute.

Objectives

- To provide all required IT resources as per the academic programs laid down by Mahatma Gandhi University. Also, introduce 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.

- Network redundancy at all levels.

- To ensure that the IT resources are 24x7 in the campus or as per the policies laid down by the College Management.

- Leveraging information technology as a tool for the socio-economic development of the college.

General Rules & Responsibilities

- Staff / Students are permitted to use their own user ID only (provided by the SNC, college at the time of joining/ beginning of first semester to login to SAINTGITS network domain. They will have the permission to save /retrieve data in the network drive. The network drives can be accessed from any computers in the campus labs.

- All books and other personal items which are not required for the concerned lab are to be left on the shelves by the door.

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- Food items are not permitted inside computer labs.

- On entering the labs, students must immediately make appropriate entries in the register book and the student must carry his/her own identity card.

- Staff and Students are not permitted to personalize the computers such as:

  a) Changing desktop background and icons, changing video and audio settings, installing screen savers etc.

  b) Loading or installation of non-academic software, instant messaging programmes, peer to peer sharing programmes etc.

- Staff and Students should not damage, disable or attempt for unauthorized access to another person's files and folders.

- Staff/Students who wish to utilize the computer lab facility after normal working hours should get permission from the staff in charge of concerned computer lab and system administrator. They should also mark their entry and exit on the register kept in the computer lab.

- The students who is using the computer system in lab is responsible for any type of damage or missing of any accessories of the system.

- Students entering the Computer Labs are responsible for the safety of the computers they use. Students must properly shut down the computers after the use and arrange the chairs in proper order before leaving the lab. Students will

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be liable for penalty if they found to have violated the regulations and or stolen/damaged facilities therein.

- Problems with the computer should be reported to the lab staff with appropriate computer number.

- During practical sessions, students are not allowed to use the internet. Use of any kind of electronic gadgets such as mobile phones, tablets, wifi dongles/devices, video/audio players, etc. is strictly forbidden.

- Never impersonate another user by using their login name and or password. Also, never share your login name/password with another individual. In case of suspect any misuse of your login credentials by someone else, change your password immediately. However, this is not applicable for your internet user account, for which you should contact system administrator.

- Do not attempt to access any unauthorized files, accounts, or other items.

- Students may not save personal/assignment/homework files to the local drives of the computers they use. It is advised to save the necessary files in your SAINTGITS Network drive (Z).

- Staff/Students shall make their own precautionary measures to backup important files to your memory devices like pen drive/CDs. Files saved on SAINTGITS Network domain may be removed without any prior notification.

- Special permission shall be obtained by students from the SNC for the following.

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- ➢ To use their own Laptops/Tablets or any other personal device accessories.

- ➢ To use removable storage media like pen drives, DVDs, CDs etc.

- ➢ To change accessory items such as keyboard, mouse etc.

- ➢ To change the location of a computer system from its original position.

- ➢ To use any type of wifi devices inside the computer lab.

Any attempt to breach security will result in loss of lab privileges.

- The Administrator or the faculty-in charge of the computer lab reserves the right to ask students to leave the lab in case he/she fail to adhere to the rules/discipline of the computer lab.

- The Administrator/faculty in charge holds the right to close the computer lab for maintenance.

- Students are advised to notify the complaints regarding systems/network directly to SNC or sending an email to it.support@saintgits.org

- Prohibited Infringements- (Computer/Software Usage): Accessing, downloading or uploading, transmission, printing any material which might be pornographic, obscene or sexually explicit, personal web pages, Online Games, Illegal business activities, chat rooms are punishable.

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- All the power sockets in the labs working through UPS Power and all of the point are properly earthed.

- In all the computer labs, there is a single fire extinguisher installed. If there is a fire or sparks, take this extinguisher, aim the black cone at the fire from a few feet away and empty the contents of the extinguisher.

In order to secure the network, SNC 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.

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 infrastructure

Saintgits College of Applied Sciences provide cutting-edge IT facilities to its staff and students for the various course of domains through computing facilities installed in departments, library and labs. All the buildings and departments are connected directly to the server and centrally managed.

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The college computer labs are equipped with 159 computer systems to meet the requirements of the practical sessions of all the courses.

Desktop Installation

S. No.	Name of Lab	No. of Desktops
1	B Com Lab	63
2	BCA Lab	70
3	AI & ML Lab	2
4	Library	6
5	Office	5
6	Depts/Other Offices	13
Total Nos.		159

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Wifi Facility

The major portions of campus including hostels are wi-fi enabled with high speed internet connection to allow the students to access the internet no-matter wherever they are. Staff and students are provided with internet authentication credentials during the joining time to access the internet.

Internet Access – Bandwidth

The college provides high speed internet facility to students and faculty members. A state-of-the-art campus network with 400 mbps Internet Leased Line (ILL) internet connection offer unlimited access of internet for the students and staff round the clock, for their educational and research needs.

Name of the Internet provider	Asianet
Available bandwidth	400 Mbps
Availability in most computing Labs	Yes
Availability in departments and other offices	Yes
Availability in Faculty rooms	Yes
Institute's own e-mail facility to faculty and students	Yes
Security /Privacy to e-mail/internet users	Yes

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UTM Support for Internet

Sophos XGS5500 firewall was implemented centrally in the entire network to secure the internet traffic in the intranet. Functions such as inline application inspection and control, website filtering, HTTPS inspection, Intrusion Prevention System, VPN, and granular bandwidth controls were controlled by Sophos.

Camera Surveillance (CCTV)

As part of safety measure and monitoring purpose, the college has installed CCTV surveillance cameras inside and outside the campus blocks; verandas, auditorium, main gate, hostel etc. It helps in monitoring and keeping track of complete activities taking place in the college premises.

The authorized staff maintains the functioning of CCTV with the guidance of Manager. To make sure the campus is safe and secure without any crime or theft the CCTV infrastructure acts as a supportive mechanism.

Projectors in Class rooms/ Seminar Hall

All the classrooms and seminar hall are equipped with LCD projectors. There are 27 projectors installed in classrooms and seminar halls.

Maintenance in Action

The System Administration team is responsible for the up keeping and maintenance of all the computers, wifi, projectors and surveillance cameras and is also responsible for

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maintaining the network and internet inside the campus. Periodic maintenance of all the equipment are also done on regular interval.

Electricity and Power back-up:

The college has wide spread arrangements for power connections with a central Substation, Control panel and Power room. Breakers are available at substations; Control panels are available at power room. Panels and distribution boxes are available in each Department.

College has total 4 substations. Two 315 KVA transformers, one in campus and one in ladies hostel premise (11KV - 415 V). With Breakers and its current maximum demand is 260 KVA.A 400 KVA transformer is situated at the Gents hostel premise substation (11KV - 415 V) with Breakers and current maximum demand is 150 KVA. An additional 315 KVA transformer is placed in campus substation (11KV - 415 V) with Breakers and current maximum demand is 80 KVA.

UPS Details

APC 20 KVA – 1 and APC 10 KVA APC – 2 Nos., these 3 UPS's are installed in the campus with 1-hour battery back-up for uninterrupted power supply.

Diesel Generator

60 KVA Powerica Diesel Generator is installed in the campus for electricity back-up of the college.

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Summary

The IT policy addresses the installation and configuration of hardware and software in Saintgits College of Applied Sciences and privileged access to these systems. This policy applies to all equipment (software and hardware) supported by SCAS and purchased with college funds. The policy was written by the Systems and Networking Centre (SNC) of Saintgits Group of Institutions and endorsed by the Head of the Institution.

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