SURANA COLLEGE
(AUTONOMOUS)

2021-22
AQAR

Annual Quality Assurance Report

Criterion IV – Infrastructure and Learning Resources

Key Indicator – 4.3 IT Infrastructure

Metric No. 4.3.1

Institution has an IT policy covering Wi-Fi, cyber security, etc. and has allocated budget for updating its IT facilities.

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Institutions' Information Technology (IT) Policy

Preamble

Guidelines are created and provided to help organisation, departments and individuals who are part of institution community to understand how institutions policy applies to some of the significant areas and to bring conformance with stated policies. IT policies may be classified into following groups:

1. IT Hardware Installation Policy
2. Software Installation and Licensing Policy
3. Network (Intranet & Internet) Use Policy
4. Data Use Policy
5. Video Surveillance policy

Why IT Policy?

The Institution IT policy is essential to maintain, secure, and safeguard legal and right use of Information technology structure established by the Institute on the campus.

This policy establishes strategies and responsibilities for protecting the Confidentiality, Integrity, and Availability of the information assets that are accessed, created, managed, and/or controlled by the Institution.

Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information.

To whom the policy is applicable to?

Applies to	Resources
✓ Stake holders on and off campus ✓ Students ✓ Employees ✓ Faculty ✓ Administrative Staff ✓ Higher Authorities and Officers ✓ Guests	✓ Network Devices wired/ wireless ✓ Internet Access ✓ Official Websites, web applications ✓ Official Email services ✓ Data Storage ✓ Mobile/ Desktop / server computing facility ✓ Documentation facility (Printers / Scanners) ✓ Camera devices

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1. IT Hardware Installation policy

✓ An individual in whose room the computer is installed and is primarily used by him/her, is 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.

✓ As per the need and requirement to facilitate the employees at different level and to enable them their roles and responsibilities, facilities will be provided on demand/as needed by taking an acknowledgement stating that the facility or the gadgets given for the said purpose will be returned in working condition after the use.

✓ The person will be solely made responsible for the physical damage or loss of the gadgets. In such cases the cost of the item at the time of procurement will be collected by the concerned employee or authority

✓ Computers purchased by any Section/Department/Project should preferably be with 3-year on-site comprehensive warranty. After the expiry of warranty, computers should be under annual maintenance contract. Such maintenance should include OS re-installation and checking virus related problems as well.

✓ 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 earthling and have properly laid electrical wiring.

✓ 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.

2. Software Installation and Licensing policy

✓ Any computer purchases 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 nation, the 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

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department/individual personally responsible for any pirated software installed on the computers located in their department/individuals' rooms.

✓ 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. Checking for updates and updating of the OS should be performed at least once in a week or so.

✓ Institute as a policy encourages user community to go for open-source software such as Linux, Open office to be used on their systems wherever possible.

✓ Any MS Windows OS based computer that is connected to the network should access http://windowsupdate.microsoft.com web site for free updates. Such updating should be done at least once in a week. Even if the systems are configured for automatic updates, it is users' responsibility to make sure that the updates a being done properly.

✓ Computer systems used in the campus should have anti-virus software installed, and it should be always active. The primary user of a computer system is responsible for keeping the computer system compliant with this virus protection policy.

✓ 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.

3. Network (Intranet & Internet) Use Policy

✓ Any computer (PC/Server) that will be connected to the institute network, should have an IP address assigned by the system administrator. Following a systematic approach, the range of IP addresses that will be allocated to each building is decided. 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 unauthorisedly from any other location.

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- ✓ As and when a new computer is installed in any location, the concerned user can download the application form available for the purpose of IP address allocation and fill it up and get the IP address from the system administrator.

- ✓ 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. IP address for each computer should be obtained separately by filling up a requisition form meant for this purpose.

- ✓ If an individual or department or any stakeholders of the institute wants to have inter-building wireless network, prior to installation of such network, it should obtain permission from the institute authorities whose application may be routed through the system administrator.

4. Data Use Policy

- ✓ Surana Educational Institutes (SEI) is the data owner of all the institute's data generated within the campus.

- ✓ This policy relates to the data created and maintained by the institution administration under the institute's e-governance. Data is a vital and important institutional resource for providing useful information. Its use must be protected even when the data may not be confidential. The institute has its own policies regarding the creation of data and database, access to information and a more generic policy on data access. Combined, these policies outline the institute's approach to both the access and use of this resource.

- ✓ The institution 's data policies do not allow the distribution of data that is identifiable to a person outside the institution.

- ✓ Data from the institution's database including data collected by departments or individual faculty and staff, is for internal institute purposes only.

- ✓ One's role and function define the data resources that will be needed to carry out one's official responsibilities/rights. Through its data access policies, the institution makes information and data available based on those responsibilities/rights.

- ✓ Data directly identifying a person and his/her personal information may not be distributed in any form to outside persons or agencies, including all government agencies and surveys and other requests for data. All

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such requests are to be forwarded to the respective heads of the department.

✓ At no time may information, including that identified as 'Directory Information', be released to any outside entity for commercial, marketing, solicitation, or other purposes.

✓ Tampering of the database by the department or individual user comes under violation of IT policy. Tampering includes, but not limited to:

- Modifying/deleting the data items or software components by using illegal access methods.
- Modifying/deleting the data items or software components deliberately with ulterior motives even by authorized individuals/ departments.
- Causing database or hardware or system software crash thereby destroying the whole of or part of database deliberately with ulterior motives by any individual.
- Trying to break security of the Database servers.

5. Data Usage & Security Policy

✓ **The surveillance system**: The system may comprise of fixed position cameras, pan tilt, and zoom cameras, monitors, multiplexers, digital recorders, SAN/NAS Storage, public information signs.

✓ Cameras will be located at strategic points on the campus, principally at the entrance and exit point of sites and buildings. No camera will be hidden from view, and all will be prevented from focusing on the frontages or rear areas of private accommodation.

✓ Signs will be prominently placed at strategic points and at entrance and exit points of the campus to inform staff, students, visitors, and members of the public that a CCTV/IP Camera installation is in use.

✓ Although every effort has been made to ensure maximum effectiveness of the system it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

✓ **Purpose of the system:** The system has been installed by institute with the primary purpose of reducing the threat of crime generally, protecting universities premises and helping to ensure the safety of all staff, students, and visitors consistent with respect for the individuals' privacy. These purposes will be achieved by monitoring the system to:

- o Deter those having criminal intent.
- o Assist in the prevention and detection of crime.

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- o Facilitate the identification, apprehension, and prosecution of offenders in relation to crime and public order.
  - o Facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff or students and assist in providing evidence to managers and/or to a member of staff or student against whom disciplinary or other action is or is threatened to be taken.
  - o In the case of security staff to provide management information relating to employee compliance with contracts of employment
- ✓ The system will not be used:
  - o To provide recorded images for the world-wide-web
  - o To record sound other than in accordance with the policy on covert recording
  - o For any automated decision taking.

6. ICT Audit

- ✓ Each department will have an internal Information and Communication Technologies (ICT) audit every three months. The audit will be conducted by an internal governance committee.
- ✓ The ICT audit to write a report on working, non-working components/computer systems of each department. Also, the report comprises of maintenance requirements for that academic/financial year.
- ✓ Non-working, non-repairable electronic components and devices are listed as e-waste. A report on e-waste management needs to be generated every year as a part of ICT audit as well.

7. ICT Purchase Policy

- ✓ After the ICT audit, the report must be validated from internal audit committee. The requirements need to be procured only after calling for quotations from multiple vendors.
- ✓ The received quotations are sent to the financial management of the institution for further processing. After consulting the management, the requirements are procured.
- ✓ The Receiving Report (RR) will be generated after the procurement of the equipment. The stock of the received equipment is updated and maintained by the IT department.