St Berchmans College
AUTONOMOUS | College with Potential for Excellence | Reaccredited by NAAC with A Grade
CHANGANASSERY. KERALA

Internal Quality Assurance Cell   1

Information Technology Policy

Responsible Executive	Head, Berchmans IT Division
Responsible Office	

1. Statement of 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 Scholors and other entities whatsoever upon the sanction of the head of the institution. St Berchmans College hereafter SBC equipped with wide array of IT infrastructure and resources serving 21 buildings across the campus (Appendix –I) . Berchmans IT Division shall be solely responsible for the functioning of campus Intranet and Internet services, inter alia- Firewall security, DHCP, email, web site, LMS and other services. SB College has subscribed to high speed dedicated leased line internet facilty with bandwidth of 250 Mbps. In order to securing the network, Berchmans IT Division has been taking appropriate steps based on the drafted IT Policy by installing firewalls, access controlling and installing virus checking and content filtering software at the gateway. All the faculty, students, staff, departments, authorized visitors/visiting faculty and others who may be granted permission to use the information technology infrastructure of the college, must comply with the Guidelines.

2. Objective of this Policy

The objectives of the IT policy are as follows:

2.1 To administer, manage, regulate IT related operations in the campus on a regular basis and   modify the procedure   to   reflect   changing technology, changing requirements of the IT user community, and operating procedures.

2.2 To facilitate users about the steps that are taken for managing the network.

2.3 To provide all required IT resources as per the academic programs laid down by UGC and apex bodies . Also, introduce new IT technologies which will benefit the students and research scholars and staff.

2.4 To effectively have an annual plan of introducing new technologies in-line with the Academia.

2.5 Create provision for priority up-gradation of the IT related products and IT enabled services in the campus

2.6 Create Provision for Annual Maintenance expenses to ensure maximum uptime of the products.

2.7 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. Individuals and entities affected by this policy

IT policy is affected by the Stakeholders on campus or off campus including

3.1 Students: UG, PG, M Phil and Research

3.2 Faculty (Aided/ Self Financing/ Temporary/Contractual)

3.3 Administrative Staff (Aided /Management/)

3.4 Guests

The following Resources also comes under the purview of the IT policy

3.5 Network Devices wired/ wireless

3.6 Internet Access

3.7 Official Websites, web applications

3.8 Official Email services

3.9 Learning Management Solution (Linways)

3.10   Meeting Platforms (Zoom, G meet, MS Teams, Skype)

3.11   Data Storage (One Drive with 1 TB per user, Google workspace with 1 TB per user)

3.12   Desktop/Laptops/ server computing facility

3.13   Documentation facility (Printers/Scanners)

3.14   Display devices (Digital Board/ Digital Projectors)

4. Roles and Responsibilities

IT Division will be responsible for solving the hardware-related problems or OS or any other application software that was legally purchased by the college and installed by the IT Division and all network-related problems or services related to the network like

4   Campus Network Management

4.1 The campus network and its active components are administered, maintained and controlled by IT Division

4.2 IT Division operates the campus network backbone such that service levels are maintained as required by the Institute Departments, and hostels served by the campus network backbone within the constraints of operational best practices.

5. Maintenance of Computer Hardware & Peripherals

IT Division is responsible for maintenance of the college-owned computer systems and peripherals that are under warranty or out of the warranty

6. Identify the requirement of new IT equipment and resources installation in various office/department and finalise the specification of the IT equipment and analysing the quotations submitted for the same and make recommendations regarding

7. Trouble shooting Complaints

IT Division may receive complaints from the users if any of the computer systems or peripherals that are under maintenance through them is having any problems. The designated person in IT Division (Network Administrator) receives complaints from the users of these computer systems and coordinates with the service engineers of the respective brands of the computer systems (which are in warranty) to resolve the problem within a reasonable time limit. For out-of-warranty computer systems, problems resolved at IT Division. IT Division may receive complaints from department/users, if any of the networks related problems are noticed by them such complaints should be made by email/phone. IT Division may receive complaints from the users if any of the user is not able to access the network due to a network-related problem at the user end. Such complaints may be generally through phone calls. The designated person in IT Division receives complaints from the users and coordinates with the user/service engineers of the network hardware or with the internal technical team to resolve the problem within a reasonable time limit.

8. Physical Demarcation of Campus Buildings' Network

a. Physical connectivity of campus buildings already connected to the campus network is the responsibility of IT Division

b. Physical demarcation of newly constructed buildings to the "campus network" is the responsibility of IT Division. It essentially means exactly at which location the fiber optic based networl terminates in the buildings will be decided by the IT Division. The manner in which the building is to be connected to the campus network (whether the type of connectivity should be of fiber optic, wireless or any other media) is also the responsibility of IT Division.

c. IT Division will consult with the client(s) to ensure that end-user requirements are being met while protecting the integrity of the campus network backbone.

d. It is not the policy of the college to actively monitor Internet activity on the network, it is sometimes necessary to examine such activity when a problem has occurred or when optimizing traffic on the College Internet links.

9. Wireless Local Area Networks

a. Where access through Fiber Optic cables is not feasible, in such locations IT Division considers providing network connection through wireless connectivity.

b. IT Division is authorized to restrict network access to the offices, departments, or hostels through wireless local area networks either via authentication or MAC/IP address restrictions.

10. Network Expansion

Major network expansion is also the responsibility of IT Division.. Every 3 to 5 years, IT Division. reviews the existing networking facilities, and the need for possible expansion.

11. Electronic logs

Electronic logs that are created as a result of the monitoring of network traffic need only be retained until the administrative need for the ends, at which time they should be destroyed.

12. Global Naming & IP Addressing

IT Division is responsible to provide a consistent forum for the allocation of campus network services such as IP addressing and domain name services. IT Division monitors the network to ensure that such services are used properly.

13. Providing Net Access IDs , email Accounts , LMS username and Office 365 Login

IT Division provides Net Access IDs and email accounts to the individual users to enable them to use the campus-wide network and email facilities provided by the institute upon receiving the requests from the individuals on prescribed proforma.

14. Disconnect Authorization

IT Division will be constrained to disconnect any Department, or office, hostel from the campus network backbone whose traffic violates practices set forth in this policy or any network related policy. In the event of a situation where the normal flow of traffic is severely degraded by a Department, or office, hostel machine or network, IT Division endeavors to remedy the problem in a manner that has the least

adverse impact on the other members of that network. If a Department or division is disconnected, IT Division provides the conditions that must be met to be reconnected.

15. Video Surveillance

IT division is responsible for the maintenance of Video Surveillance mechanism installed in the campus. The system comprises around 75 Fixed position cameras; Monitors; digital video recorders; Storage; Public information signs.

16. Meeting platform Management

IT Division is responsible for managing the Online Meeting platforms (Zoom, G Meet, MS teams, and Skype) of the college. IT division will issue meeting link for official programmes of department/ clubs/ and common programs of the college based on formal request from the person concerned coordinating the programme. Back up of the recorded video of the programme will be available for 24 hours.