

MLR Institute of Technology
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IT Policy & SOP

IT Policy

2019- 2020 ONWARDS

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Policy on IT Infrastructure

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1. PURPOSE

This policy aims to ensure proper access and usage of IT resources at MLRIT and prevents its misuse by users. IT policy exists for up-gradation, procurement and maintenance for the appropriate use of IT infrastructure established by the institution. This policy established wide 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.

2. SCOPE

This policy governs the usage of IT resources from an end user's perspective. This policy applies to all users of computing resources owned or managed by MLRIT. Individuals covered by this policy include (but are not limited to) MLRIT faculty, visiting faculty, staff, students, alumni, guests, external individuals, organizations, departments, offices, affiliated colleges and any other entity which fall under the management of MLRIT accessing these network services.

3. POLICY STATEMENT

MLRIT provides procedures and guidelines that are to be followed by students and staff for appropriate utilization of IT resources, thereby enhancing the teaching-learning process to improve quality of education

4. ROLES AND RESPONSIBILITIES

The following roles and responsibilities are envisaged for each entity respectively.

- 1) MLRIT shall implement appropriate controls to ensure compliance with this policy by its users. Computer Centre shall be the primary implementing agency and shall provide necessary support in this regard.
- 2) Computer Centre shall ensure the resolution of all incidents related to the security aspects of this policy by its users.
- 3) To ensure the use of MLRIT's IT resources for those activities that are consistent with the academic and research mission of the institution and are not "Prohibited Activities".
- 4) Follow copyright laws regarding protected commercial software or intellectual property.
- 5) MLRIT shall provide access to the use of scholarly and/or work-related tools, including access to the library, certain computer systems, servers, software and databases, and internet facility.
- 6) It is expected from institution to have a reasonable expectation of un-obstructed use of these tools, of certain degrees of privacy, and protection from abuse and intrusion by others sharing these resources.
- 7) Authorized users can expect their right to access information and to express their opinion to be protected as it is for paper and other forms of non-electronic communication.
- 8) Users of MLRIT shall not install any network/security device on the network without proper authorization.
- 9) It is the responsibility of the institution to know the regulations and policies of the institution that apply for the appropriate use of the institution's IT resources.
- 10) As a representative of the MLRIT community, each individual is expected to respect and uphold the institution's good name and reputation in any activities related to the use of ICT within and outside the institution.
- 11) Competent authority of MLRIT is ensuring the proper dissemination of this policy.

5. IMPLEMENTATION METHOD

MLR Institute of Technology focuses on providing effective IT resources for the faculty and students. MLRIT has an IT Advisory Committee that helps to achieve this goal systematically.

IT Advisory Committee constitutes of the principal (Chairman - IT), Dean-IQAC, and IT Infrastructure Head. IT Infrastructure Head forms the IT Committee (ITC) for the execution of IT activities in the MLRIT campus. IT Committee constitutes of IT

Infrastructure Head, HoDs, and ITC Coordinators (ITCC). ITC Coordinators are representatives from every department. ITC Coordinator is nominated by HoD in respective departments who in turn will be a member of the IT Committee.

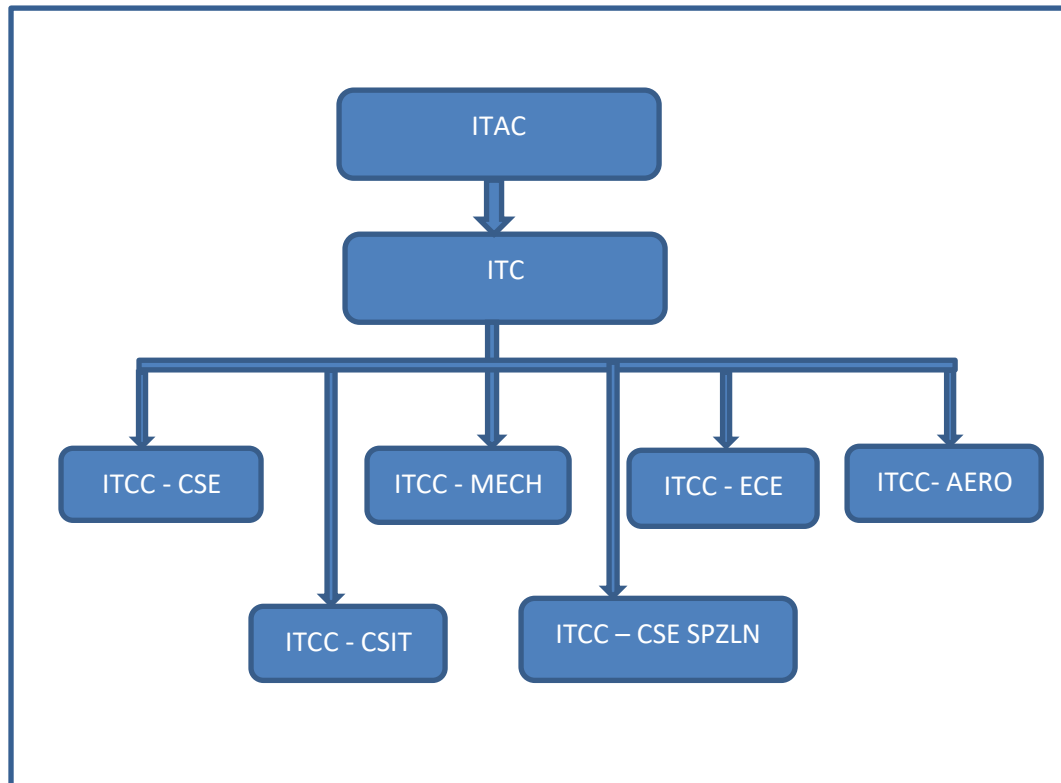


Figure 1. Hierarchy of Committees

6. IT INFRASTRUCTURE

The ITC plans and manages all the IT activities of the MLRIT, being monitored and coordinated by ITC coordinators. The following aspects falls under the purview of ITC and are described in subsequent sections.

1. Computers & Hardware
2. Software Installation
3. LAN/Wi-Fi Usage
4. Website Maintenance
5. CMS/LMS Maintenance
6. Official e-mails
7. Cyber security
8. Examination Portal
9. Social Media Network

6.1 Computers & Hardware

The Institution possesses a sufficient number of computers and necessary hardware equipment like LCD projectors, printers, smart boards and scanners to facilitate both academics and administration. The computers are distributed among the laboratories, classrooms, staffrooms, office, and library as per the requirement. The computers are allocated according to the required configuration. Students/staff properly use the IT infrastructure and no damage or misuse must occur to the computers or their hardware. The computers and other IT infrastructure are maintained in an appropriate method to ensure longer service.

6.2 Software Installation

Installations of software and up-gradation are dealt by the system administrator as per the requirement. Up-gradation of software is done periodically to the latest versions. All the details of computers and software are entered into the stock registers. Any malfunctioning of software is reported to the IT facility manager. Renewal of all software licenses is taken care of by the lab-in charge.

6.3 LAN/Wi-Fi Usage

The institution has sufficient internet bandwidth to meet all academic and administrative internet needs. The entire campus (laboratories, classrooms, office rooms, departments, hostel, and library) is enabled with LAN/Wi-Fi facility 24x7. The library has a common computer center with an internet facility to access e-resources. Staff and students of the institution must use the internet facility for academic purposes only.

6.4 Website Maintenance

The institution maintains a website that consists of details about the college management, vision, and mission of the institution, courses offered, departments, faculty, research & development, innovations & entrepreneurship, events, and contact details known to the public on their interest. It also contains information about examinations, notifications, time table and syllabus for the benefit of the students. Any achievements by the staff or students and management, which mean a value addition to MLR Institute of Technology, are published on the website.

6.5 CMS/LMS Maintenance

The institution maintains a Learning Management System (LMS) for digitization of the teaching and learning process and tracks the progress of students' learning. The learning

resources like study material, lecture videos, and web sources are shared with students through LMS for enhancement of their knowledge.

The institution also has a Campus Management System (CMS) which enables the students and parents to monitor the attendance and marks from time to time. The CMS enables the faculty to check their attendance, leaves, salary particulars, and class timetables.

6.6 Official e-mails

To ensure the efficient transfer of information between all teaching and non-teaching staff, students, and administrators, the institution provides official e-mails to all the staff and students. The institution recommends utilizing the institute's e-mail services for formal communication. The official e-mails are disabled when the students or staff permanently leaves the institution.

6.7 Cyber security:

The institution has its cyber security software. The cyber security software includes a firewall and antivirus to protect the data. The firewall protects the data from hackers and other systems. Every system in the institution is enabled with antivirus and firewall protection. Up-gradation of the antivirus and firewall protection is done periodically.

6.8 Examination Portal:

The institution maintains the examination portal for staff and students. Students can check the examination timetables, circulars, fees, results and be able to download hall tickets and pay examination fees using the examination portal. Staff can evaluate the exam papers using the examination portal.

6.9 Social Media Network:

Every event conducted in the institution is circulated using social media networks like Twitter, Facebook, Instagram, etc. Every event/publicity information has to be posted via the institution only.

7. RELATED DOCUMENTS AND POLICIES

Appendix I – Form for Requisition of an Official Email Id

8. ABBREVIATIONS:

IT	Information Technology
LAN	Local Area Network

LMS	Learning And Management System
CMS	Campus Management System
ITC	Information Technology committee
ITCC	Information Technology committee Coordinator

Appendix – I: Email Requisition Form

FORM FOR REQUISITION OF OFFICIAL EMAIL ID

(For Staff only)

First Name	:	
Middle Name	:	
Last Name	:	
Department	:	
*Current e-mail address	:	
Mobile Number	:	

Note:

1. Please spell the names and all other information sought above correctly.
2. *This Email address is currently in use by you.
3. The filled-in-form is submitted after being duly signed by respective Head of the Department.
4. An official Email address would be created within 48 hrs. - 72 hrs.
5. Information regarding the official Email address created would be sent to your current Email address.

GRANT OFFICIAL E-MAIL ID

(Signature of the Head of the Department)

FORM FOR REQUISITION OF OFFICIAL EMAIL ID

(For Students only)

Name	:	
Father Name	:	
DOB	:	
Gender	:	
Department	:	
Course	:	
Roll number	:	
*Current e-mail address	:	
Mobile Number	:	

Note:

1. Please spell the names and all other information sought above correctly.
2. *This Email address is currently in use by you.
3. The filled-in-form is to be submitted after being duly signed by the respective Head of the Department.
4. An official Email address would be created within 48 hrs. - 72 hrs.
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GRANT OFFICIAL E-MAIL ID

(Signature of the Head of the Department)

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STANDARD OPERATING PROCEDURE-2019-20
IT INFRASTRUCTURE

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Issued by: Dr. K. Srinivasa Rao

Principal

This Standard Operating Procedure is issued in 2019-20. It shall come into force with immediate effect or during the current academic year. This SOP guides faculty and students to use IT resources in an effective manner.

a) Background:

MLR Institute of Technology (MLRIT) mainly focuses on academics. This institution provides the minimal requirement of systems along with the academic related software with the latest version. Imparting technical skills empower the students to be fit for the standards of the future.

b) Scope:

This SOP aims to conduct appropriate labs with required configuration systems which should be used effectively. It outlines various measures to be adopted to choose the hardware and software installation and maintenance whenever it is needed. It also covers procedures for LAN/Wi-Fi, Website maintenance, Cyber security, CMS/LMS maintenance, Examination portal, social networking, Official E-mails etc.

c) Standard operating Procedures

3.1. Procedure to procure computers and its hardware:

- a) The institution's computer **equipment** is intended to support and enhance the academic mission and administrative functions of the institution.
- b) The Institution invites quotations from different vendors.
- c) Selection of best quotation should be based on system requirements, budget, validity and the service.
- d) While purchasing a computer or any hardware, the institution needs to collect purchasing order, invoice bills to be recorded in college.
- e) Systems or hardware which have been purchased should be allocated in specific laboratories/staffrooms/any other places in the campus based on the requirement.

3.2 Procedure of software installation

- a) Software purchase and installation includes purchase of new licensed software. It might be the software related to academics, library, examination portal, administration, etc.,
- b) As technology advances, the courses will get updated accordingly. According to the course structure if any requirement of new software is necessary then it has to follow the following policy:
 - As per the course requirement the course coordinator of the respective course has to choose the suitable software accordingly.
 - From the chosen software, selection of best software has to be done based on the experiments, validity, installation, memory, capital amount. It also has to be checked if it is suitable to the available hardware.
 - Check the number of systems that the software can be used on. Based on this, the need for multiple licenses has to be calculated.
 - Collect the invoice bills, purchase orders, validity statements while purchasing the software and update in the stock and maintenance registers.

3.3 Procedure for LAN/Wi-Fi Usage

- a) Every lab in the campus should maintain LAN connection.
- b) 24/7 Wi-Fi should be enabled in the campus.
- c) Internet usage by any student/staff should be done through their college domain mail ids.
- d) No personal mails should be used for academic/college use.
- e) Internet/Wi-Fi should not be used for the personal use of staff/students.
- f) System administrators have to maintain the LAN/Wi-Fi connections.

3.4 Procedure for Website Maintenance

- a) The institution should maintain a website which consists of details about the college management, vision and mission of the institution, courses offered, departments, faculty, research & development, innovations & entrepreneurship, events, and contact details to be known by the public on their own interest.
- b) Website maintenance should be done by system administrators.
- c) Roles and responsibilities of the system administrator are:
 - Check for comments that need to be approved.
 - Confirm that file and database backups are being automatically performed.
 - Fix any broken links.
 - Write a new blog post on achievement/updates.

3.5 Procedure for CMS/LMS Maintenance

- a) Institution should maintain an LMS/CMS.
- b) Institution should provide official mail ids for faculty and students.
- c) Using that mail id faculty should create a virtual classroom and invite the students to join the class room.
- d) In the created class room, faculty should share study material, assignments with students, where students will have a remote access of data shared by the faculty.
- e) Every department should have a CMS coordinator.
- f) CMS Coordinator should map the timetable with individual faculty such that the faculty should be able to mark the attendance in the CMS.

3.6 Procedure for Official e-mails

- a) Institution should provide official E-mails for every student and staff.
- b) Official mail id should be provided to the student /staff based on the submission of request form at the time of joining.
- c) For every department there should be a coordinator who is responsible for creation and maintenance of official mail ids provided to the students and staff.
- d) The official e mails should be disabled by the coordinator when the students or staff permanently leave the institution.

3.7 Procedure for Cyber security

- a) Institution should provide official E-mails for every student and staff.
- b) Institution should maintain a cyber security software for preventive measures from cyber-attacks.

- c) Institution should maintain a firewall and licensed antivirus software which should be enabled in all the systems.
- d) Updations and maintenance should be done by cyber security in-charge.

4.2 Procedure for Examination Portal

- a) Institute should maintain an Examination portal.
- b) Examination portal should be maintained by Examination portal In-charge.
- c) Roles and responsibilities of Examination portal In-charge:
 - Post the examination related circulars which includes examination fee details, timetables and results in the examination portal accordingly.
 - Release the hall tickets for the students through examination portal.
 - Collect examinations fee through the portal.
- d) Faculty should evaluate the student's paper and submit marks through examination portal.

4.3 Procedure for Social Media Network

- a) Institute is maintaining a social networking website profiles to enhance its publicity.
- b) There is a social networking in-charge to post the achievements and events in the social networking profiles of institution.
- c) Every department maintains a coordinator for sharing information about their respective departments related events and achievements to the social networking in-charge to post on social networking sites such as Facebook, Twitter, Instagram, etc.,