

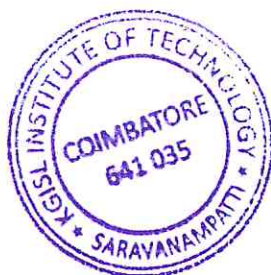
IT POLICY



KGiSL Institute of Technology

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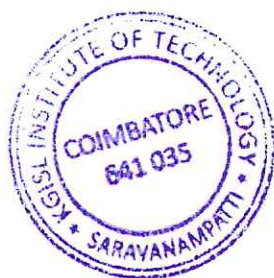
(Affiliated to ANNA University, Chennai, and Approved by AICTE, New Delhi)
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IT POLICY

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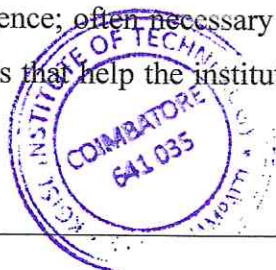
1. Need for IT Policy

The computing resources at **KGiSL Institute of Technology, Coimbatore** is intended to support the educational, instructional, research, and administrative activities of the college. The IT policy of the college is formulated to maintain, secure, and ensure the legal and appropriate use of Information technology infrastructure established on 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 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.

2. In charge of this IT Policy:

1. ICT Administrator and Team
2. Website Admin, Network Administrator
3. LMS Admin and Other IT related in-charges
4. Software in-charge

ICT team has been given the responsibility of running the intranet and Internet services of the college. ICT team is running the Firewall security, Proxy, DHCP, DNS, email, web and application servers and manage the network of the college. ICT has been taking appropriate steps by installing firewalls, access controls 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. Hence, policies and guidelines form the foundation of the Institution's security programme. Effective policies are a sign of due diligence; often necessary in the event of an IT audit or litigation. Policies also serve as blueprints that help the institution implement security measures. Thus,



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the college came to the conclusion that IT Policy that works as guidelines for using the college's computing facilities including computer hardware, software, email, information resources, intranet and Internet access facilities should be formulated. Hence, this document proposes a set of policies and guidelines that would be relevant in the context of **KiTE**. While creating these policies, every effort has been made to have a careful balance between security and the ability to conduct the rightful functions by the users.

Classification of IT policies

- IT Hardware Installation Policy
- Software Installation and Licensing Policy
- Network (Intranet & Internet) Use Policy
- E-mail Account Use Policy
- Web Site Hosting Policy
- College Database Use Policy

Applies to stakeholders on campus or off campus:

- Students: UG, PG, Research Scholars
- 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, Surveillance network
- Learning Management Systems



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- Other governing software, etc.

3. IT Hardware Installation Policy

The network user community of the college needs to observe certain precautions while getting their computers or peripherals installed so that they may face minimum inconvenience due to interruption of services due to hardware failures.

Who is the Primary User:

An individual in whose room the computer is installed and is used primarily by him/her is considered to be the "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.

Power Connection to Computers and Peripherals:

All the computers and peripherals should be connected to the electrical point strictly through UPS if available. The power supply to the UPS should never be switched off, as a 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.

Network Cable Connection:

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

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 the network, they should be protected with password and also with 'read only' access rule.

Shifting Computer from One Location to another:

Computer system may be moved from one location to another with prior written intimation to the Network Unit, as Network Unit maintains a record of computer identification names (MAC Address, and Serial Number) and corresponding IP address. Such computer identification



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names follow the convention that comprises the Department name abbreviation and serial number. As and when any deviation (from the list maintained by Network Unit) is found for any computer system, network connection would be disabled and the same will be informed to the user by email/phone, if the user is identified. When the end user meets the compliance and informs the Network Unit in writing/by email, connection will be restored.

4. Software Installation and Licensing Policy

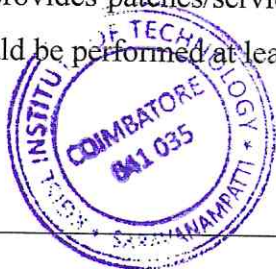
Any computer purchase made by the individual departments/projects should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed. Respecting the anti-piracy laws of the country, the College IT policy does not allow any pirated/unauthorized software installation on the college owned computers and the computers connected to the campus network. In case of any such instance, the department/individual shall personally be responsible for any pirated software installed on the computers located in their department/individuals' rooms.

Promoting Free and Open Source Software (FOSS)

Free and Open Source Software (FOSS) Community is "By the Community, For the Community, of the Community, To the Community on No Profit No Loss Basis. Open Source Software, is and will always remain free. There is no license to pay to anybody." The central and state governments have introduced policies on the adoption of open source software, which make it mandatory for all software applications and services of the government be built using open source software, so that projects under Digital India "ensure[s] efficiency, transparency and reliability of such services at affordable costs". The Government realizes that Free Software presents a unique opportunity in building a truly egalitarian knowledge society. **KiTE** encourages all members of its community to use FOSS to the extent possible. There is an immense opportunity to select and develop FOSS based on the requirements of the college.

Operating System and its Updating

Individual users should make sure that respective computer systems have their OS updated in respect of their service packs/patches, through the 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 are 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.



Dr. S. S. Ramesh

A handwritten signature in blue ink, appearing to be "Dr. S. S. Ramesh".

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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 the users' responsibility to make sure that the updates are being done properly.

Antivirus Software and its updating

Computer systems used in the college 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.

Backups of Data

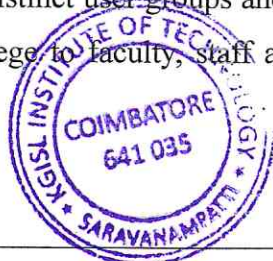
Individual users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible. Preferably, at the time of OS installation itself, one can have the computer's hard disk partitioned into two volumes typically C and D. OS and other software should be on C drive and user's data files on the D: drive. 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 either on an external storage device or Google Drive for data integration.

5. Network Use Policy

Network connectivity provided through the College, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private Network (VPN) connection, is governed under the College IT Policy. The Communication & Information Services (ICT) is responsible for the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the network should be reported to ICT.

6. Email Account Use Policy

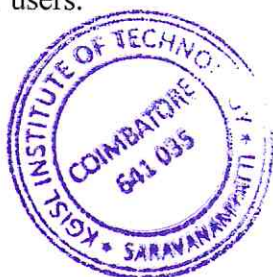
In an effort to increase the efficient distribution of critical information to all faculty, staff and students, and the college administrators, it is recommended to utilize the college email services, for formal communication and for academic and other official purposes. Email for formal communications will facilitate the delivery of messages and documents to campus and extended communities or to distinct user groups and individuals. Formal communications are official notices from the college to faculty, staff and students. These communications may




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include administrative content, such as human resources information, policy messages, general messages, official announcements, etc. To receive these notices, it is essential that the email address be kept active by using it regularly. For obtaining the college's email account, the user may contact ICT for email account and default password by submitting an application in a prescribed proforma. Users may be aware that by using the email facility, the users are agreeing to abide by the following policies:

1. The facility should be used primarily for academic and official purposes and to a limited extent for personal purposes.
2. Using the facility for illegal/commercial purposes is a direct violation of the IT policy and may entail withdrawal of the facility. The illegal use includes, but is not limited to, the unlicensed and illegal copying or distribution of software, sending of unsolicited bulk e-mail messages. And generation of threatening, harassing, abusive, obscene or fraudulent messages/images.
3. While sending large attachments to others, user should make sure that the recipient has email facility that allows him to receive such large attachments.
4. User should keep the mail box used space within about 80% usage threshold, as 'mail box full' or 'mailbox almost full' situation will result in bouncing of the mails, especially when the incoming mail contains large attachments.
5. User should not open any mail or attachment that is from unknown and suspicious source. Even if it is from known source, and if it contains any attachment that is of suspicious nature or looks dubious, user should get confirmation from the sender about its authenticity before opening it. This is very much essential from the point of security of the user's computer, as such messages may contain viruses that have potential to damage the valuable information on your computer.
6. User should not share his/her email account with others, as the individual account holder is personally held accountable, in case of any misuse of that email account.
7. User should refrain from intercepting, or trying to break into others email accounts, as it is infringing the privacy of other users.




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8. While using the computers that are shared by other users as well, any email account that was accidentally left open by another user, should be promptly closed without peeping into its contents, by the user who has occupied that computer for its use.

9. Impersonating email account of others will be taken as a serious offence under the college IT security policy.

10. It is ultimately each individual's responsibility to keep their e-mail account free from violations of college's email usage policy.

11. Any Spam mail received by the user into INBOX should be forwarded to **support@kgkite.ac.in**

12. All the mails detected as spam mails go into SPAM_MAIL folder of the respective users' mail accounts. Users are requested to open these folders periodically to check any important mail wrongly stamped as SPAM mail and went into this folder. If so, user may forward that mail ID to **support@kgkite.ac.in** for necessary action to delete from the spam mail category. It is recommended to empty this folder as frequently as possible.

7. Responsibilities of the Admin


ICT team needs latest information from the departments of the college for providing network and other IT facilities to the new members of the college and for withdrawal of these facilities from those who are leaving the college, and also for keeping the KiTE website up-to-date in respect of its contents. The information that is required could be broadly of the following nature:

- Information about New Appointments/Promotions.
- Information about Superannuation/Termination of Services.
- Information of New Enrolments.
- Information on Expiry of Studentship/Removal of Names from the Rolls.
- Any action by the college authorities that makes an individual ineligible for using the college's network facilities.
- Information on Important Events/Developments/Achievements.

8. Account Termination

Accounts on KiTE network systems may be terminated or disabled with a short/without notice for any of the reasons stated above or for other inappropriate use of computing and network




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resources. When an account is terminated or disabled, ICT will make an attempt to contact the user (at the phone number they have on file with ICT) and notify them of the action and the reason for the action. If the termination of account is of temporary nature, due to inadvertent reasons and are on the grounds of virus infection, account will be restored as soon as the user approaches and takes necessary steps to get the problem rectified and communicates to the ICT of the same. But, if the termination of account is on the grounds of wilful breach of IT policies of the college by the user, termination of account may be permanent. If the user feels such termination is unwarranted, or that there are mitigating reasons for the user's actions, he or she may first approach the ICT, justifying why this action is not warranted. If the issue is not sorted out he/she may appeal to the Appeals Board duly constituted by the college for this purpose to review the evidence and hear reasons why an appeal should be considered. If the Appeals Board recommends revival of the account, it will be enabled. However, the ICT of the Appeals Board is final and should not be contested. Users may note that the College's Network Security System maintains a history of infractions, if any, for each user account. In case of any termination of User Account, this history of violations will be considered in determining what action to pursue. If warranted, serious violations of this policy will be brought before the appropriate College authorities

9. WiFi Access

1. Users should not concurrently login in multiple laptops/mobiles.
2. Need prior notification to the ICT team, if the user changes the laptop.
3. Once the User logged in the Wi-Fi with the registered MAC address then the User should not exchange the laptop for another user's login.
4. OS and Antivirus need to be in updated status in the laptops.
5. Users are strictly prohibited from accessing unauthorized sites and downloading.
6. Randomized MAC address also should be disabled in the device (Laptop/Mobile)
7. Virtual boxes (VMware, Oracle, etc.) should be disabled before connecting to Wi-Fi.
8. Use the respective Google forms and don't change.




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10. WiFi access and issue forms

Please use the below-mentioned links for Wi-Fi Connectivity:

URL Link for New Users:

Link:

<https://docs.google.com/forms/d/1lWxCYgVQIEuIpeSQ7cfgIsbO8evfzwmf3eUMHzvsvVk/edit>

URL Link for Wi-Fi related issue:

Link:

<https://docs.google.com/forms/d/1rJK5OXTazppkFSnj-Q7IDWF1CJH1ar9v2-DcOwSJPMw/edit>

Note: The Users (Internal) should check Wi-Fi connection prior one day of any events (Like; Hackathon, Naan Mudhalvan, etc.). If any connectivity issues they face that day itself they must update the issue in the respective google form and meet the ICT team to resolve it. Because last minute requests are difficult for us and it leads to time delays.



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