



GLA
UNIVERSITY
MATHURA
Recognised by UGC Under Section 2(f)

Accredited with **A** Grade by **NAAC**

12-B Status from UGC

University IT Policy



GLA UNIVERSITY, MATHURA

17km Stone, NH-2, Mathura-Delhi Road P.O. Chaumuhan, Mathura-281 406 (U.P.) INDIA

Table of Contents

1	Preamble	2
2	The IT policy	3
2.1.1.	Services to be provided by the Computer Section	4
2.1.2.	Addressing the Accessibility Problem	4
2.1.3.	Departmental Computing Facilities	5
2.1.4.	Procurement of Computing Resources	5
2.1.5.	Maintenance of Computing Resources	6
2.1.6.	Networking, Maintenance and Upgradation	6
2.1.7.	Development, Maintenance and Upgradation of Software	7
2.1.8.	Green Computing Practices	8
2.1.9.	Printers and Printer uses	8
2.1.10.	Upgradation and Disposal of Obsolete or Unusable IT infrastructure and Associated Resources	9
2.1.11.	Access Control. And Uses of IT Infrastructure	9
2.1.12.	Risk Management of IT Infrastructure	12
2.1.13.	Budgetary Provisions	13
2.1.14.	Amendments and Reforms	14

1. Preamble

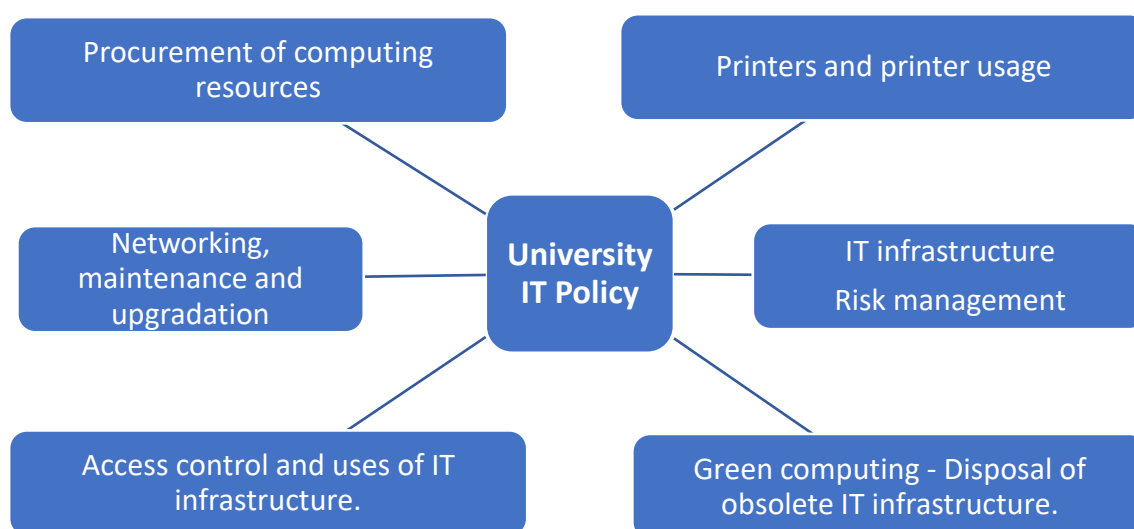
“The methods that will most effectively minimize the ability of intruders to compromise information security is our comprehensive user training and education.”

GLA University started using computers from its very inception in its academic activities as well as in administration. A computer section was established to facilitate a common computational resource section for the academic programmes as well as for maintenance of the computing resources in the University. Over the years the University has grown substantially in terms of academic programmes as well as infrastructure. The user departments of computer section are spread over an area of 100 acres of the university campus. The computer section has also implemented a campus LAN with optical fiber backbone connecting the academic as well as administrative departments, hostels and the residential areas. Internet connectivity is provided throughout with a 3 Gbps Fiber link. 1 Gbps from BSNL through NKN (National Knowledge Network) and 2 Gbps fiber link from Airtel through UP Communication Services Pvt. Ltd. Wireless LAN has also been set up at strategic places to extend the LAN connectivity. It also maintains the DNS server, Web server, Mail server, Administrative database server, Library server of the university. In addition, it also maintains the computing resources used by the faculty and the administration. For most of the academic programmes in the University computer laboratory facility is essential. With the growth of the University, therefore, the requirement for computing resources of departments has also been growing. This has led to a trend of procuring computers for general use and setting up computer laboratories by different departments of the University. Maintenance of these computing resources has become a cause for serious concern over the years. With the increase in the size of the computing resources in the University a need has also arisen for streamlining the process of procurement, maintenance and disposal of the computing resources in the university. A policy document in this regard has therefore become necessary in the university.

2. The IT Policy

The IT policy shall include the following aspects.

- Services to be provided by the Computer Section.
- Addressing to the problem of Accessibility of the Computing Resource.
- Departmental Computing Facilities.
- Procurement of Computing Resources.
- Maintenance of Computing Resources.
- Networking, Maintenance and Upgradation.
- Development, Maintenance and Upgradation of software used in the administration of the University.
- Green Computing Practices.
- Printers and Printer Usage.
- Upgradation and disposal of obsolete or unusable IT Infrastructure.
- Access control and uses of IT Infrastructure.
- Risk management of IT Infrastructure.



2.1.1 Services to be Provided by the Computer Section.

The Computer Section shall provide the following services:

- Maintain the Computing facility for use by the students of the different Academic programs. Few of the lab computing facility will maintained available for 24x7 for the students.
- Provide Computing resources to the Faculty Members, Departmental offices, Library and the Administration.
- Procure and maintain software required for administrative and other purpose of the GLA University.
- Set up and maintain the campus Computer Hardware's and Networking.
- Provide Internet, E-mail IDs, Database services etc. to the users. Provide and maintain the MMPs in the common auditorium/ conference halls and in the classrooms in each Department.
- Assist the administration in the process of selection and procurement of Computing resources.
- Organize training programmes for the faculty and staff from time to time. Computer Section help to students for their project work.

2.1.2 Addressing the Accessibility Problem.

To address the problem of accessibility of the Computer facility, Computer laboratories at different Academic buildings in the University has been set up. The objective of having these laboratories are as follows.

- Making Resources available nearest to the user Departments.
- Providing services like E-mail, Web services, File services, etc to the users.
- Conducting Computer lab sessions of the user's Department.
- Conducting skill test for Recruitments.

- Providing resources for conducting online exams like GATE and recruitment tests.
- Organising lab sessions for refresher courses and workshops for the user departments.

2.1.3 Departmental Computing Facilities.

The individual Departments shall be allowed to set up computing laboratories only where specialized computing resources are necessary. Permission for setting up of such a facility shall be given by the Vice Chancellor on recommendation by the Concerned Director on receiving proper justification from a Department.

The Department shall consult the Computer Section regarding the requirements for maintenance of the computing resources. The Computer Section shall provide maintenance support for computing resources. For computing resources of substantial size and beyond the expertise of the section, the maintenance is to be made by a third party.

To maintain the security and integrity of examination related data, set of computers with separate LAN will be created for additional security.

Separate LAN is maintained at the Central Library to digitize content of various. Users can access this e-content either from the Intranet based network and outsiders can access this content using Internet.

2.1.4 Procurement of Computing Resources.

The computing resources may be procured by the Computer Section for Departments to be used in their laboratories. The process of procurement of the computing resource by the Computer Section shall be as follows:

- The specification for the computing resources shall be worked out by the Computer Section in consultation with the concerned Department.
- Obtain quotations and get rates approved for the items as per norms.
- Rates shall normally remain valid for a period of fifteen days to one month.
- The purchase committee for purchase of computer Software License, Hardware components, Networking components, Audio Visual components and peripherals will be obtaining the necessary final sanctions.
- The specification for the computing resources for the specialised laboratories of the individual Departments shall be worked out by the respective departments and purchase orders for these resources shall be placed after obtaining purchase committee approval and financial sections.
- The Registrar's Office is authorised to place the purchase order.

2.1.5 Maintenance of Computing Resources.

The post-warranty maintenance of the servers and the UPSs shall be carried out through AMC. The PCs provided to the Departments/Sections by the computer section shall be maintained by the technical staff of the section. Appropriate stock of spares shall be maintained for the purpose of maintenance. A small buffer of PCs, UPSs and printers shall be maintained for the temporary replacement in critical uses cases.

2.1.6 Networking, Maintenance and Upgradation.

The campus LAN and Wi-Fi facility shall be maintained by the computer section. The LAN shall cover all the academic Departments, offices, hostels and the residential area. The Wi-Fi facility shall be provided in the entire campus

in phase-by-phase manner. Appropriate technology shall be used for the networking while the procurement, installation, administration and maintenance of the networking equipment shall be the responsibility of the computer section. The Computer Section shall not be responsible for the computing resources in the hostels and the residential areas except in cases identified by the competent authority. Maintenance of the network will be done periodically by competent service engineers, so as to avoid any kind of connectivity or network issues. From time to time upgradation or replacement of the obsolete component of the network will also be done in order to improve the network performance for the users.

2.1.7 Development, Maintenance and Upgradation of software.

There is a designated Software Development Cell (SDC) comprising of software engineers and faculty members of the Department of Computer Engineering and Applications. One of the faculty members shall act as the faculty coordinator. The user department will submit a software requirement note (SRN) describing any need for i) New Software ii) Upgradation of existing software or iii) Maintenance, with the stipulated time frame for the service (i.e. urgency). The SDC will consider the SRN and either recommend third party service or take up the task for inhouse service. For inhouse tasks the SDC members may directly carry out the tasks, or engage other GLAU members, including students. Optionally, external professionals may also be hired for inhouse software tasks.

- The SDC cell also be responsible maintaining the University website. One of the SDC members shall act as the Webmaster.
- Software procured or developed should be properly documented and maintained in house. Tailored software, developed by 3rd parties, must provide the full source code of the software.

- The source code of software developed in house both by the software professional or students must be available and maintained by the SDC.
- Every upgradation of software package must be supported by proper documentation and justification. Licensed software procured must be upgraded to new versions.
- The software packages that have already been procured or developed in-house will be distributed to different user Departments based on the user requirement assessment. Wherever possible these software packages shall be integrated under suitable framework to enhance sharing of resources and utilization taking into consideration the security concerns. While developing new software, its flexibility for integration must be studied.

2.1.8 Green Computing Practice.

Due to growing concern in environmental responsibility, the computing resources should be used efficiently. The following green computing practices shall be adopted.

- Obsolete equipment disposal by following upgradation and disposal of obsolete equipment using certified e-waste recycling process.
- Promote and use of open source software for providing better technical services to majority of users.
- Use of certified, energy efficient and environment friendly equipment.
- Sharing printers over network.
- Keeping monitors in sleep mode or turn off mode when not in use.
- Activating Power management feature on computers and peripherals.
- Use of email for circulation of office documents and memos.
- Reduce paper waste by printing as little as possible or dual side printing.
- Refilling toner cartridge whenever possible and buyback of UPS batteries by authorised vendors.

2.1.9 Printers and Printer Usage.

Getting documents printed is an important part of computing activity. However, it can be also quite costly as the printing stationaries are often expensive. Therefore, it is necessary to be prudent in the supply and uses of printers. The policy on the supply of printers shall be as follows. One laser printer shall be provided to each of the following:

- Vice chancellor, Deans, Heads of the Departments, Registrar, Controller of Examinations, Librarian, Finance Officer, University Engineers, Department Offices, Professors, Associate Professors, Warden Offices, Administrative Sections.
- Depending upon the size of the faculty, each department shall be provided (One for each faculty cabin room) to be easily accessible to the faculty members.
- The Computer Section shall procure printer cartridges.
- Printers shall be made available in laboratory or in common places for taking printouts by the students and scholars. Research scholars shall be allowed laser prints free of cost.
- Private parties shall be allowed to set up print shops within the university campus to enable students to take additional printouts. However, they will be restricted to access to the network.

2.1.10 Upgradation and Disposal of Obsolete or Unusable IT Infrastructure and Associated Resources.

There shall be a five-member committee comprising the System Administrator, Faculty Coordinator of the Section, Head of the Department of Computer Engineering and Applications, the Registrar and the Pro Vice Chancellor to assess the status of the IT resources. The head of the Department of Computer Engineering and Applications, shall Chair the committee. The committee shall assess the status of the resources periodically and shall be empowered to declare a computing resources as obsolete and to recommend its disposal. The

resources tagged as obsolete will be replaced by state-of-the-art resource and is subject to availability of funds without affecting the users.

- The obsolete resource is may be given to hardware labs, exchanged with state-of-the-art systems under buy back options. The University may also decide to donate such systems to organization, such as Schools, If the organization finds them usable, then the obsolete resources should be disposed by following the e-waste policy.

2.1.11 Access Control and Usage of IT Infrastructure.

Users of GLA University computing, networking and IT facilities are expected to abide by the following rules, which are intended to preserve the utility and flexibility of the system. It is also required to protect the privacy and work of students and faculty, and preserve our right to access the international network to which the system is connected. In case of complaints, appropriate action to be taken will be decided and taken by the GLA university authorities.

- Faculty, staff, and students with authorised accounts may use the computing and IT facilities for Academic purposes, University business, and for personal purpose use.
- Does not violate any law, University policy, or IT act of the Government of India.
- Does not result in commercial gain or private profit other than that allowed by the GLA university, Mathura.
- Users are expected to respect the privacy of other users and they may not allow any other person to use their password or share their account. It is the user's responsibility to protect their account from unauthorised use while changing passwords periodically and using passwords that are not easily guessed.

- Sharing off passwords for any purpose whatsoever is strictly prohibited. Users may share the required files through sharing software with proper ACL.
- Any attempt to circumvent system security, guess others` passwords, or in any way gain unauthorised access to local or network resources is forbidden. Users may not use other person`s computing account, attempt to forge an account identity, or use a false account or email address.
- Transferring copyrighted materials to or from the GLA University, Mathura systems without consent of the competent authority strictly prohibited.
- In addition, use of the Internet for commercial gain or profit is not allowed. If done so, its sole responsibility of the User and appropriate administrative action can be taken for this.
- Downloading and Installing of new software has to be done with the explicit consent of the respective facility in charge. Installation of unlicensed software on GLA University, Mathura facilities or on individual machine connected to the GLAU network, is strictly prohibited.
- To the extent possible, Users are expected to use only their official email addresses provided by GLA University Mathura for official communications with other members or the University.
- Student`s University Mail ID will be deleted after one year, from the date of passing year. Any Staff who will resigned from GLA University, his/her official mail-id will be suspended till three months, after that it will be deleted permanently from our domain.
- It is forbidden to use electronic mail and other network communications facilities to harasses, offend, or annoy other users of the network, including impeding there computing systems, software or data. Neither is any form of commercial advertising or soliciting allowed. Spamming is strictly not allowed. Subscribing to mailing lists outside the University is an individual`s responsibility.

- Shared email accounts for any purpose whatsoever are not allowed.
- Any special accounts, if need to be set up for conferences and other valid reasons as determined by the University authorities, must have a single designated user.
- Recreational downloads and peer to peer connections for recreational purposes are not allowed unless it fulfils some academic requirement.
- To the extent possible, Users are expected to connect only to the official GLA University Wi-Fi network for wireless access. Setting up of unsecured Wi-Fi systems on the GLA University network is prohibited as per the IT act of Government of India.
- Users are expected to take proper care of network equipment, and are expected to report any malfunction to the staff on duty or to the in-charge of the facility.
- Playing games in University laboratories or using University facilities for the same is strictly prohibited.
- Display and storage of offensive material like storing pornographic material on the disk, viewing pornographic material on the terminals is strictly not allowed and serious action will be taken against offenders.
- Wasting of resources like unnecessary downloads from Internet, giving accounts to other persons, sometimes outsiders, using personal account to do outside work for which the individual is paid are not allowed.
- Security related misuse, like breaking security of systems, trying to capture password of other users, damaging/gaining access to the data of other users is taken most seriously.
- Violations of policy will be treated as academic misconduct, misdemeanour, or in discipline as appropriate. Depending upon the nature of the violation, the University authorities may find or and take an action by issuing warning or disabling the access for a specific period of time. In extreme cases, the access to IT facilities at GLA University, Mathura may be completely revoked, and/ or the case may

be sent to the University Disciplinary Action Committee as constituted by the University authorities.

- An employee who leaves the University after retirement/re-employment or otherwise can have his email account validate up to the time he/she left the University. Such a facility can be extendable after approval from Vice Chancellor by another three to six months if requested.
- Any email account which remains unused for more than six months will automatically be removed.
- All communication through email can be authenticated if sent through gla.ac.in domain, implying that all other mails sent through other domains may not be considered official and no action can be taken on that.

2.1.12 Risk Management of IT Infrastructure.

With growing dependency on IT infrastructure, the threats and vulnerabilities to IT infrastructure are of great concern today. IT infrastructure faces several risks and the risk exposure may vary from time to time. It is necessary to perform IT infrastructure risk assessment in regular basis and there shall be an

Incident response and disaster recovery team for the university. The University shall follow the risk management policies as given below:

- Periodic and necessary backup of critical data should be taken in geographically separated location.
- Keeping IT infrastructure under surveillance.
- Use of fire alarm, smoke alarm and fire extinguisher.
- Earthquake resistance buildings.
- Physical security for theft control.
- Use of antivirus tool for protecting servers, desktops and network devices from malwares and regular updating of firewall.
- Regular updating of software with security patches.

2.1.13 Budgetary Provisions

The upgradation of network and its associated components and other computing and access resources need to be done on scheduled basis. To meet out the finance issues related to above mention upgradation, budgetary provisions are made for every academic session. The following are the areas which considered majorly for finalizing the budgetary provisions.

- Computing and access resource like Server, Computers etc .
- Hardware components related to Routers, switches. Wi-Fi etc.
- System and Application Software related to windows, server etc.
- Surveillance, printing and LCD related facility.
- Security related software's.
- AMC related for Server, Switches, Wi-Fi, Computer's etc.
- Internet Connectivity related expenses.

2.1.14 Amendments and Reforms

Amendments and reforms to the policy, may be incorporated as and when it is considered appropriate and new policies or the changes in policy will take effect immediately after a brief announcement by any means, e-mail and printed notices.

VISION

We envision ourselves as a pace-setting university of Academic Excellence focused on education, research and development in established and emerging professions.

MISSION

To impart quality professional education, to conduct commendable research and to provide credible consultancy and extension services as per current and emerging socio-economic needs.

To continuously enhance and enrich the teaching/learning process and set such standards, education and otherwise, that other institutes would want to emulate.

To be totally student-centric, thus promoting the overall growth and development of intellect and personality of our prime stakeholders, namely students, so that our alumni are worthy citizens and highly sought-after professionals worldwide.

To empower the members of faculty and staff so that the university's ambience is one of harmony, mutual respect, cooperative endeavour and receptivity towards positive ideas.

To proactively seek regular feedback from all the stakeholders and take appropriate measures based on them thus leading to excellent learning process. be totally student-centric, thus promoting the overall growth and development of intellect and personality of our prime stakeholders, namely students, so that our alumni are worthy citizens and highly sought-after professionals worldwide.

