Makhanlal Chaturvedi Rashtriya Patrakarita Avam Sanchar Vishwavidyalaya, Bhopal

Policy for Information and Technology

PREAMBLE

This policy aims to ensure proper and efficient use of the University's IT resources. In keeping with the University's vision statement, the policy's goal is to make it easier for stakeholders to use technology in a safe, secure, efficient, goal-oriented, and legal manner. The policy will apply to all UTDs and other departments/ sections. All stakeholders will be subjected to regulations governing how they utilize ICT resources infrastructure. All the resources belong to the University, rather than any specific person, sections, department or center. This policy is applicable to all ICT resources and systems made available to the users by the University

Objectives of ICT Policy:

- To create Standard ICT infrastructure for effortlessly connecting and integrating all ICT Service Providers and End Users.
- To ensure all required IT resources is used for promoting the mission of the University towards teaching, learning, research, and administration.
- To collect requirements of IT resources from various UTDs departments/ sections, campuses of the university. After examine and validate the requirements, Cell recommend for purchasing to higher authority/ administration.
- To ensure an effective annual maintenance plan this ensures maximum uptime of systems and devices.
- To ensure all IT resources are updated and available to students and staff as per policies laid down by the University.
- To regularly monitor processes for website, software updates, firewall protection, anti-virus updating, network device status, system files cleaner, new web access policies, backups etc.

Registrar
Makhanlal Chaturvedi National
University of Journalism and Communication
Bhopal (M.P.)

Area of Use

This policy will govern how the University's IT resources like network resources; electronic devices, computers, and information are used. Regarding the proper and prudent use of ICT infrastructure, all University personnel, including faculty, staff, students and other employees are accountable for using reasonable judgment in the following areas:

- IT Act of 2000 and all its updates subsequently made.
- Email Policy of the State/Indian Government.
- Any more rules or directives that the State/Indian government may occasionally release

Establishment of IT Infrastructure and Maintenance (ITIM) Cell:

To ensure that a University's technological resources operate efficiently, securely, and reliably; an **IT Infrastructure and Maintenance (ITIM) Cell** is constituted in the university by the Vice-Chancellor for a one-**year** term.

The committee includes:

- Chairman(One)- Dean/ Professors/Associate Professors
- Members (Two): Professors/Associate Professors related to computer
- Member (One): Assistant registrar (Admin)/ Store/ Purchase
- Members (at least two): Lab Instructor/ Assistant programmer

A quorum requires 50% attendance of members in general, with exceptions for urgent matters.

Functions and Responsibilities of ITIM Cell

Procurement of IT resources:

- Procurements of all IT recourses and services will be done through ITIM Cell. ITIM cell will function as consulting body for all IT related needs of the University.
- Sharing and distribution of IT resources and services among departments/ sections, campuses and centers.

Planning and Budgeting:

- Analysis and planning of IT resources based on demand received.
- Estimation of budget for IT infrastructure procurement, maintenance and upgrades.

- Plan for future expansion and technology advancements.

Inventory and Documentation:

- Create an up-to-date inventory of all IT assets, including hardware, software, electronic and network devices.
- Maintain detailed documentation of configurations, specifications, and licenses for each component.

Maintenance of IT-Infrastructure:

ITIM Cell will engage vendors for Annual Maintenance Contract for day-to-day maintenance. For other IT infrastructure maintenance, the procedure is as follows-

Network Maintenance:

- Monitor network performance and address any issues promptly.
- Regularly update network security protocols and configurations.
- Conduct periodic network audits to identify and resolve potential vulnerabilities.
- Conduct periodic audits to identify and resolve potential vulnerabilities in CCTV camera network.

Server Maintenance:

- Schedule routine maintenance tasks for servers, including hardware checks, Updates and Optimization.
- Monitor server health and performance metrics.

Security Audits and Vulnerability Assessments:

- Conduct regular security audits to identify and address potential vulnerabilities.
- Perform vulnerability assessments to proactively identify and mitigate security risks.
- Regularly review and update user accounts, permissions, and access levels.
- Regular security audits and vulnerability assessment of CCTV Camera network.

IT Asset Lifecycle and E-waste Management:

- Periodic assessment of lifecycle of IT assets will be done and decision to retire or relocation will be taken by ITIM Cell.

- Write off of IT assets will be done as per state government's policy.

Backup and Disaster Recovery:

ITIM Cell will plan and maintain a backup of crucial and confidential data of the University departments.

Incident Response Planning:

- University has an Incident Response team to address security threats related to IT infrastructure.
- Whenever necessary University will consult State CERT team/Central CERT team.

Training and Awareness:

Conduct regular training sessions for IT staff and end-users on security best practices and the proper use of IT resources.

Compliance and Regulation:

- Ensure that IT infrastructure complies with relevant regulations and standards laid down by the State government or Union Government.
- Regularly review and update policies to align with changes in regulations.

Email Account Use Policy:

For efficient distribution of critical information and communication among all departments, administration officials, faculties and staff; utilizes the university's e-mail services. University follows state government's email policy.

Communication and Social Media policy

All the public communication will be done through university's official social media handles. All University's official social media handles communications will follow the government rules. University's official social media team or authorized member is permitted to use University's social media handles.

Unauthorized use of IT resources by the stakeholders

Action will be taken by University administration if any stakeholder use IT resources in unauthorized manner. For any type of hacking or unauthorized access University may take help of IT expert/ Cyber expert or Government cyber cell.

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