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INFORMATION TECHNOLOGY (IT) POLICY

Vision

To be an IT enabled institution, embracing state-of-the-art technology in everything that we do.

Preamble

The Information Technology (IT) Policy at Chandigarh Business School of Administration, Landran, Mohali, Punjab, sets forth the central approach that governs the responsible usage of all users of the Institute's information technology resources. This comprises the IT facilities allocated centrally or by individual departments. Every member of the Institute is expected to be familiar with and adhere to this policy. The users of the campus network and computer resources ("users") are responsible to properly use and protect information resources and to respect the rights of others.

Scope

The IT Policy applies to all Institute faculty, staff and students and all others using the IT resources, whether personally, of Institute owned, which access, transmit, or store various types of related information.

1. Objectives

Each user of the Institute Information Resources must ensure that it is used for promoting the mission of the Institute towards teaching, learning, research, and administration. In particular, the major objectives of this document are:

- To ensure the integrity, reliability, availability, and superior performance of the Institute IT Systems.
- To ensure that the availability and implementation of the IT Policy is in line with the vision of the Institute.
- IT system protects the official e-identity (allocated by the Institute) of an individual.
- To ensure that all the users of the Institute are responsible for adhering to the procedures governing the implementation of this Policy document and any other matter incidental to those rules.

2. Model of IT Infrastructure

2.1 Major Components:

The IT components of the Institute can be majorly sectioned into three domains based on pre-engagement, during-engagement (present) and post-engagement of the major stakeholders of the Institute. The IT strategy document aims to formulate the policies, implementation procedures, and execution mechanisms to enhance the dynamic IT infrastructure, as per the contemporary needs. It also devises mechanisms to adhere to basic ethical values like Trust, Confidence and Integrity.

2.2 Salient Features:

- The digital information shall map to the CIA (Confidentiality, Integrity and Availability) standards for all engagement strategies.
- The bottom-up approach used for IT development shall enable the need analysis based on the state-of-the-art tools and technologies that drive the current software/hardware industry.
- The need to enhance/update the IT infrastructure shall be based on the growing number of users, introduction to new courses and programmes, market trends and industry expectations, feedback from stakeholders, funded research and consultancy projects.
- The official websites, campus collaborations systems, email facility and other social media platforms of the Institutes and Departments shall be used to disseminate relevant information related to pre, present and post engagements of the stakeholders.
- Procedure for timely publication of the information shall be followed through the Standard Operating Procedure (SOP) for content management.

3. Users and Organizational Hierarchy

The Institute shall endeavour to ensure fair implementation of this policy so as to meet with the objectives of its formation. The responsibility of the management of the operational aspects of IT resources is presented. The hierarchical flow of the Institute governance structure can be categorically defined as:

3.1 The respective Heads of Departments shall be responsible for compliance with all Institute policies relating to the use/ownership of information resources, keeping in mind the Vision and Mission of the Institute.

3.2 Network Administrator working at Institute level shall coordinate various activities related to the adherence of the IT Policy.

3.3 IT Service Team (ITS) comprises of Network Admin, Network Engineer, System Engineer, IT Technicians for managing needs of various stakeholders, like student, faculty, staff, alumni, placement cell, out-reach activities.

3.4 Individual Users - The users are solely responsible for the activities they perform on Institute systems and are required to authenticate with their "User Name/Password" pairs and IP (Internet Protocol) addresses assigned to them. It is the responsibility of the user to keep credential safe, secured and in no event, it should be shared with anyone.

4. IT Asset Management

The Institute shall lay down business processes for the management of hardware and software assets that facilitate the usage of IT resources at the Institute. This shall include procedures for managing the purchase, deployment, maintenance, utilization, energy audit, and disposal of software and hardware applications within the Institute.

4.1 Copying and Distribution: The Institute shall ensure that there is no violation in the copying and distribution of proprietary and licensed software.

4.2 Risks: The Institute shall emphasize on managing the risks involved in the use of IT resources. This shall include standard procedures for identification, minimization and monitoring of risk impact by preventive and corrective measures. This includes procedures for timely data backup, replication and restoring policies, power backups, alternate internet connectivity for a fail-safe internet access.

4.3 Open Source Asset: The Institute shall endeavour towards the promotion and effective usage of open source software securely.

5. Priority Areas

The IT Systems will be developed with a focus on various aspects catering to the following priority areas:

- Mobile device compatibility of all non-operational IT applications shall be ensured before making it available for other devices like laptop, desktop, etc.
- Seamless availability of technology shall be made accessible to all users of the Institute for a unified work culture.
- All the IT Systems shall be enabled for better sustainability, optimization, and maintainability through lean transformation.
- A bottom - up approach shall be used in planning, designing, procuring, implementing and executing any new IT System.
- Key Performance Indicators (KPIs) shall be identified and evaluated for the effectiveness of IT infrastructure.
- A regular assessment of the IT Systems through proper benchmarking and innovative practices shall be implemented for its continual development.
- Centralized sourcing of IT Assets (hardware, software, services) shall be enacted with proper evaluation and need based assessment of requirements and in selection of partner/vendors of good repute and market standing.

5.1 Goals of IT Infrastructure

The IT infrastructure shall be developed considering various goals like information dissemination and spreading awareness about various events and activities round the year.

6. Academics:

6.1 IT tools

Various IT based tools to facilitate the academic activities and meet the needs of contemporary trends shall be developed / procured from time to time. Some of these include Video Conferencing Software and Archival Systems etc.

6.2. Active Support System:

An active technical support system shall be set up to handle software and hardware issues ensuring lesser down-time, quick fault recovery and maintenance of the IT systems.

7. Hardware Asset Management

A centralized IT Infrastructure Management (ITS) Team shall be responsible for procuring, implementing, and managing various hardware and software assets of the Institute. The hardware asset management includes the management of the physical components including servers, computers, network equipment, firewall, etc. from acquisition through disposal. Some of the common practices include request and approval process, procurement management, life cycle management, redeployment and disposal management. The process to be followed is as under:

7.1 Networking:

Campus-wide networking facilities and computing devices shall be made available to the users as per the growing needs of tools and technologies. The following points need to be observed for the same:

- The network connectivity shall be 24X7 on-campus /off-campus.
- The networking systems shall be upgraded at regular intervals in order to meet the growing demand of hardware and software configurations and protocols.
- An ISP based internet access facility shall be upgraded to meet the growing bandwidth needs of a variety of applications and users on campus.

7.2 Campus-wide Wi-Fi Facility:

- The ITS team shall manage to provide seamless connectivity to all the authorized wireless devices of the Institute.
- User credentials and device related information shall be maintained through IP- MAC binding and Wi-Fi registration rules.
- Campus-wide reliable Wi-Fi facility should be provided for all users.
- The number and configurations of the Wi-Fi access points in campus shall be upgraded from time to time to meet the wireless access needs of users on the campus.

7.3 Aging Policy:

- Hardware items shall be written off at the end of life, if it's not-repairable and offered under buy-back by following written-off process.
- Every year Dead-stock verification shall be done at Institute level by sending into the interdepartmental committee.
- Allocation of laptop to the regular faculty members shall be centrally managed by the ITS Team.
- Periodic hardware maintenance shall be carried out as per the recommendation of the maintenance executive.
- The older hardware system shall follow either buy-back policy or recycled or undergo written-off process for efficient and timely utilization of the system and overall ease of using the hardware. Hence, it should be ensured that the Institute is not stuck with the old infrastructure.
- Ensuring availability of the latest licensed proprietary software shall be managed by the respective departments. In the due course of time, obsolesce of the licensed software shall be checked and initiate necessary process to ensure that only the working version of the software is in use.

7.4 E-Waste Management:

- Any electronic equipment that is unusable, will be subject to the process of verification for its usability as per the aging policy, failing which the equipment shall be written-off or discarded by involving third party e-waste management agencies.

8. Software Asset Management

Software Asset Management involves the processes for focusing on software assets, including licenses, versions and installed endpoints. The processes to be followed for the same are as under:

- Software installation, upgradation and support requests with vendors shall be managed centrally for each Department.
- The licences of the various operating systems, antivirus and other software shall be managed and activated by the ITS team.
- Firewall Management: The primary purpose of Firewalls is to protect the Campus Networks from unauthorised access. Depending upon the capacity of the installed Firewalls in the campus, type and size of network traffics, the Network Administrator may decide to install different firewalls in the campus. The bandwidth allocations and various filtering criteria to maintain the decorum of Academic Environment will be configured from time to time by a competent committee appointed by the Campus Director and Director Principal of the Institute.

9. IT Usage and Prohibitions

The users of the Institute shall make effective usage of campus collaboration systems, internet, wireless resources, official websites; Remote Login based facilities of the Institute and e-Library resources.

- The Institute shall stress upon the users to comply with Institute policies and legal obligations (including licenses and contracts).
- Prohibited Use - The users shall not send, view or download fraudulent, harassing, obscene, threatening, or other messages or material that are a violation of applicable law or Institute policy. In particular, contributing to the creation of a hostile academic or work environment is prohibited.
- Copyrights and Licenses - Users must not violate copyright law and must respect licenses to copyrighted materials. For the avoidance of doubt, unlawful file sharing using the Institute's information resources is a violation of this policy.
- Social Media - Users must abide by the rules of the Institute towards the usage of social networking sites, mailing lists, news rooms, chat rooms and blogs.
- Commercial Use - The Institute IT resources shall not be used for any commercial and promotional purposes, through advertisements, solicitations or any other message passing medium, except as permitted under Institute rules.

10. Security and Integrity

- The Institute IT resources shall not be used for activities violating the basic functionality and mission of the Institute, except in a purely incidental manner.
- The users must refrain from making any unauthorised access of information in order to promote secure access of network and computers.
- The competent system administrator may access the information resources for a legit Sate maintenance purpose.
- A secured flow of internet and intranet based traffic on the campus shall be managed through the use of Unified Threat Management (Firewall) system.
- Antivirus and security updates - The regular updating of the anti-virus policy and security updates should be done for the protection of computing resources.
- All Institute IT systems should be patched for OS/Firmware and for any applications in use at a shall cadence to ensure latest security updates are applied to the respective asset.

11. Violation of Policy

Any violation of the basic objectives and areas mentioned under the IT Policy of the Institute shall be considered as a violation and as a misconduct and gross misconduct under Institute Rules.

12. Implementation of Policy

For implementation of the policy, the Institute will decide necessary rules from time to time.

The required procedure for review/upgradation of this document shall be done by the ITS Team chaired by Campus Director and Director Principal of the Institute. The other members of the ITS Team shall comprise the Network Administrator, Network Engineer, ERP Officer, User Support and Services Officer, System administrator, Head of Departments, Deputy-Registrar and other members as nominated by the Chair.

The Institute shall form the following committees to ensure smooth and effective governance and operations of the Institute Technology Systems

13. Budget

The Institute shall endeavour to maintain a budgetary provision as per the requirement of the Institute towards the IT infrastructure upgradation/maintenance. This shall be towards facilitating the continual and seamless services to stakeholders.

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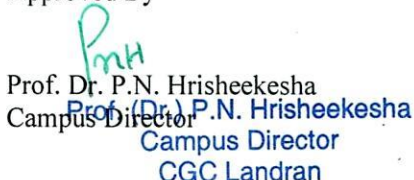
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