IT Support and Infrastructure Management
Policy Statement

KPR Institute of Engineering and Technology (KPRIET) is committed to provide Information Technology (IT) infrastructure and support to all stakeholders for effectively delivering their academic, research and administrative duties

KPRIET strives to upgrade and maintain its IT infrastructure and support services on par with international standards

KPRIET undertakes to ensure responsible, ethical and legally compliant use of IT infrastructure, software packages and applications by its stakeholders

KPRIET commits to undertake proactive measures to mitigate security threats on its IT infrastructure.

KPRIET shall,

- provide IT Infrastructure and quality services to the fullest satisfaction of its stakeholders

- make available licensed software packages that support teaching-learning, research and development activities

- organize awareness programs on the acceptable use and data protection from security threats for all stakeholders

- establish, implement and periodically update guidelines/rules and regulations for legal and acceptable use of IT infrastructure and software by its stakeholders

- upgrade the computing and network devices with the latest technologies

- ensure protection of IT assets from unauthorized use by its stakeholders or public

- provide network security to all the network infrastructures

- monitor continuously for emerging cyber security threats and take proactive measures.

KPRIET requires all its students, employees, alumni and stakeholders to always adhere to this policy.

Dr. M. Ramasamy
Principal
KPR Institute of Engineering and Technology

Policy Name:	IT Support and Infrastructure Management (ITSIM)		Policy No.:	P4
With effect from:	26.08.2023	Last revised on:	-	Revision No.:	-

Responsible Person	Head/ ITSIM	Contact Info.	Email-ID: head.itsim@kpriet.ac.in
			Phone Number: 0422-2635600 Ext.: 646

Applies to:							
Faculty	✓	Students	✓	Alumni	✓	Parents	✓
Staff	✓	Visitors	✓	Vendors	✓	Employee	✓

Version History				
Version No.	Approved By	Revision Date	Description Of Change	Author

IT-SIM Policy Implementation Guidelines

1. **Rules and Responsibilities of Faculty, Staff, Students and Parents**

   ➢ All faculty, staff and students should follow KPRIET policy and IT Act of Government of India.
   ➢ Use of IT resources is for academic and research purpose only.
   ➢ The use of account of another person with or without permission is not allowed.
   ➢ Downloading or storing any material that may be objectionable to the institute / any other user is prohibited.
   ➢ Sharing of passwords or other authenticated information is strictly prohibited.
   ➢ Use of IT resources to conduct business for personal financial gain is prohibited.
   ➢ Anti-virus and anti-malware software must be installed on every computer, it should be kept up to date and enabled.
   ➢ Connecting any device or system such as external hard disks, flash disks, CD cards, smart devices etc. to the institution's data networks without prior approval is strictly prohibited.
   ➢ The use of personal routers (wireless or wired) is strictly prohibited.
   ➢ Configuring computer to provide internet or network access to anyone who is not an authorized KPRIET faculty, staff and student is prohibited.
   ➢ Users are responsible for their computer including its hardware, software and any network traffic transmitted by it.
   ➢ Usage of laptops inside the laboratories is prohibited except with prior approval.
   ➢ Individual users should take regular backups of their important data.

2. Internet Access request and Approval

➢ Internet access will be provided to users for their academic needs only and they have restricted access to the contents under the academic category only.

➢ The user must read the declaration in the application that they understand and agree to comply with this policy.

➢ Users not complying with this policy shall be subjected to disciplinary action.

Approval Procedure for Internet access

Students: All students are required to use the following details for internet login:

Username: Register number of the student

Password: 123456(default)

Faculty and staff members must submit their duly signed request to the ITSIM for getting the internet access. ITSIM will assign the employee ID as user ID and Password.

Username: faculty ID

Password: 123456(default)

Removal of Access

Internet access will be discontinued upon completion of study of a student, completion of service or transfer of faculty/staff or any disciplinary action arising from violation of this policy.

The privileges granted to users are continuously monitored and may be revoked at any time if it is no longer needed by the user.

3. **Wi-Fi Access request and approval**

Wi-Fi access will be provided to users for their academic needs and they are restricted to access the contents only under the academic category.

The user must read the declaration in the application that they understand and agree to comply with this policy.

Users not complying with this policy shall be subjected to appropriate disciplinary action.

Application and Approval Procedure

Students: All the students are required to apply through the following online link and the Wi-Fi will be enabled within 24 hours: https://admin.kpriet.ac.in/login

Faculty/Staff: Faculty and staff members must submit their duly signed request to the ITSIM for getting the access. It will be enabled within 24 hours.

Removal of Access

Wi-Fi access will be discontinued upon completion of study of a student, completion of service or transfer of faculty/staff or any disciplinary action arising from violation of this policy.

The privileges granted to users are continuously monitored and may be revoked at any time if it is no longer needed by the user.

4. Email usage

➢ The facility should be used primarily for academic and official purposes.

➢ KPRIET email system shall not be used for the creation or distribution of any disruptive or offensive messages.

➢ Using the facility for illegal/commercial purposes is prohibited.

➢ User should not open any email or attachment that is from unknown and suspicious source.

➢ Any spam mail received by the user in INBOX shall not be forwarded to anyone and should be deleted.

➢ User should keep the mailbox used space within 80% threshold of allotted storage space.

➢ User should not share his/her email account with others.

➢ While using the computers that are shared by other users as well, any email account that is accidentally left open by one user should be promptly closed by the subsequent user.

5. Service Request

If any network related problems are faced during the usage of the infrastructure, the user may raise an IT service request through online using the ticketing system available under admin.kpriet.ac.in portal. ITSIM technical staff will coordinate with the user/service engineers of the network hardware or with internal technical team to resolve the problem within reasonable time. ITSIM will be responsible only for solving the Hardware/Software/Network related problems or services related to the Hardware/Software/Network only.

6. Computer Laboratory System Maintenance

Laboratory systems are maintained by the concerned lab technicians. The following primary level problems are taken care by the lab technicians.

➢ Power connections

- ➢ Booting problem
- ➢ Network problem
- ➢ Software installation / uninstallation
- ➢ Hardware troubleshoots
- ➢ Hardware replacement
- ➢ Scheduled Internet maintenance
- ➢ Clearing the junks and cache.

Major Network, Software and Operating system related problems are taken care by ITSIM Staff.

7. Network, Surveillance, Biometric Devices, Interactive Display Devices and TVs Maintenance

- ➢ Network switches are configured and installed in required locations.
- ➢ VLAN creations are provided based on the requirements.
- ➢ Increase the switch on demand.
- ➢ Periodic maintenance of Biometric Devices, Interactive Display Devices and TVs.

8. Wireless Access points

Access points are placed inside campus based on demand.

- ➢ Channelizing based on users
- ➢ Widening the access points depending on signal coverage
- ➢ Access points are deployed temporarily on demand basis
- ➢ Internet is provided by binding the MAC address.

9. CCTV Camera Surveillance

- ➢ CCTVs are configured and installed in the required locations
- ➢ The video data are stored for 90 days.
- ➢ The footages are given on demand to Security team and law enforcing Authorities by ITSIM.

10. Maintenance of Stock Registers and Software Licenses

ITSIM maintains the stock register of the institute for computers and IT assets. It also maintains the institute level software licenses like G-suite, Firewall, Microsoft etc. The concerned department maintains stock registers and software details of their corresponding laboratories.

11. Disposal of E-Wastes

According to the Indian E-Waste act 2011, E-Wastes are disposed off with recognized vendors.

12. Network Security

The main aim of the network security policy is to control network environments and protect the Institute against evolving security threats. It applies rules and best practices to manage firewalls and other devices effectively, efficiently and consistently.

- ➢ Spoofing of internal network addresses from the internet is prohibited.
- ➢ Accessing external internet sites from source address forgery from devices on the Institution network is prohibited.
- ➢ Any unauthorized access of computer networks, systems or devices will be investigated and will be reported to the Head of the Institution.
- ➢ If any type of security issue is observed, it is the responsibility of users to report the issue to the appropriate ITSIM staff for further action.

13. Data Backup and Restore Policy

➤ All the servers will be backed up on monthly basis.

➤ Copies of all backups is stored in a secured location.

➤ Data and Restore processes will be tested monthly.

➤ Backup media shall adhere to industry accepted backup technology standards.

14. Server Maintenance

The main duties are managing, maintaining, tracking and monitoring the Institute server hardware and software as well as addressing technical problems and improving efficiency by evaluating server functions. KPRIET Server Administration manages and maintains the server operational status.

15. Guidelines from Public Statutory and Non-Statutory Bodies/ Committees:

Information Technology Act 2000:

https://www.meity.gov.in/writereaddata/files/The%20Information%20Technology%20Act%2C%202000%283%29.pdf