SONA COLLEGE OF TECHNOLOGY, SALEM-5

|An Autonomous Institution|

IT POLICY CUM SOP DOCUMENT

SCT/IQAC/PS/2021-2022/18/Revision 1/2022

SONA COLLEGE OF TECHNOLOGY, SALEM-5

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CONTENTS

1. Preamble

The computing resources at Sona College of Technology (SCT) is intended to support the educational, research and administrative activities of the college and the use of these resources is a privilege that is extended to members of the Sona Family. SCT took initiative way back in 1998 and established basic network infrastructure in the academic complex of the Institution. Over the years, not only active users of the network facilities have increased but also the web-based applications have increased. Now, the Institution has around 2000+ systems with network connections covering more than 10 department blocks across the campus. Internet service providers are Airtel and Jio. The institute is having total bandwidth of 1 Gbps that has been provided by Airtel—500Mbps and Jio – 500 Mbps. Computer Maintenance Group (CMG) team of the college is doing responsible work in purchase and maintenance of all necessary IT infrastructure to the college.

2. Need for IT Policy

Sona College of Technology IT 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.

- The Sona IT policy exists to maintain, secure and ensure legal and appropriate use of Information technology infrastructure established by the Sona College of Technology on the campus.
- This policy establishes Institution-wide strategies and responsibilities for protecting the Confidentiality, Integrity and Availability of the information assets that are accessed, created, managed and/or controlled by the Institution.
- Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information.

3. Scope of the Policy

- To provide all required computing and IT infrastructure to all stakeholders as per the academic programs laid-down by AICTE.
- To protect sensitive business information and data assets from unauthorized access.
- To have an annual plan for upgrading IT infrastructure covering Wi-Fi devices, software, and replacing old systems considering advancement in new technologies in-line with the academia.
- To ensure an effective preventive maintenance plan for increasing maximum lifetime of systems and other devices.
- To implement an IT support system to the stockholders, through Management Information System (MIS) for solving IT related issues in a faster manner.

4. Responsibilities of CMG Team

Computer Maintenance Group (CMG) team plays a vital role in creating the IT infrastructure of the college. The responsibilities of CMG team are detailed as below

a) Campus Network Backbone Operations

The campus network backbone and its active components are administered, maintained and controlled by CMG. Campus Network Design and Operation is one of the highest responsibilities of the CMG team. The team creates necessary network infrastructure based on the requirement of the Institute Departments and hostels and creates LAN and WAN. CMG team is authorized to restrict network access to students, departments, or hostels based on functional requirement of the college.

b) Maintenance of Computer Hardware & Peripherals

CMG is responsible for maintenance of the Institute owned computer systems and peripherals that are under warranty or out of the warranty.

c) Receiving Complaints

CMG may receive complaints from the users if any of the computer systems or peripherals that are under maintenance through them is having any problems. The complaints received from the users of these computer systems are collected and with the help of technicians of the respective organizations where the systems are purchased, (which are in warranty) the problems are resolved within a reasonable time limit. For, out of warranty computer systems, problems are resolved by the CMG team.

CMG may receive complaints from the department/the users; if any of the network related problems are noticed by them, such complaints should be made by email/phone. CMG may receive complaints from the users if any of the users is not able to access network due to a network related problem at the user end. Such complaints may be generally made through MIS/phone call. If CMG receives complaints from the users, they resolve those problems within a reasonable time limit.

d) Network Expansion

Major network expansion is also one of the responsibilities of a CMG/Network Engineer. Every 3 years, Network Engineer reviews the existing networking facilities and the need for possible expansion.

e) Preventive Maintenance

The objective of Maintenance is to predict the possible failures . It should maintain all the equipments that affects the systems service directly as well as indirectly and also should check whether they are in the better operating conditions, with a very good level of reliability, quality and at the lowest possible cost. Downtime: Zero

5. Guidelines

a) Hardware Installation

Any IT hardware installation and maintenance is performed by Computer Maintenance Group (CMG) of Sona College of Technology. The departments can submit IT hardware requirement based on their academic requirements and the procurement of IT hardware shall be initiated based on the availability of stock. The stock register should be updated whenever hardware is procured and IT hardware installation services are provided only after receiving the approval from the head of the department concerned and the principal.

Maintenance of computer systems should be done periodically by CMG and the same need to be recorded in maintenance register. Any movement of IT hardware within the college or outside the college will be recorded .The major e-waste such as written off instruments /equipment, CRTs, printers, computers, batteries are disposed regularly. The faculty or the department is solely responsible for the IT hardware provided and any damage or loss need to be addressed by them only.

b) Software Installation and Licensing

The IT policy of the college permits the installation of approved and open-source software systems. The departments can install open-source software in their systems whenever possible and licensed software is to be installed with the approval of CMG team. The operating system installation shall be done by the CMG only. Also, open source or licensed antivirus software on the systems shall be installed CMG. The team shall regularly create backups and store them on external hard drives. Software used for administrative and academic functions should abide by ISO standards. In case of any violation in the usage of software, the department or the faculty is held responsible.

c) Network (Intranet & Internet) Use

Network connectivity provided through an authenticated network access connection or Wi-Fi is governed under the IT Policy of the institute. Internet and Wi-Fi facilities should be used for academic and administrative purposes only. Any computer /server connected to the institute network should have an IP address that is assigned by the network engineer of CMG. The CMG follows a systematic approach considering the range of IP addresses that are allocated to each building. Any computer connected to the network from that building shall be allocated IP address from the address pool. Further, each network port in the room from where that computer will be connected will have binding internally with that IP address so that no other person uses that IP address unauthorized from any other location.

Change of IP address of any computer by staff or student is strictly prohibited. CMG is responsible for the maintenance and support of the network, exclusive of local applications. Problems in the network on the campus should be reported to the network engineer. All the departments and hostel students must have registered the usage of internet through wireless access point with the support of CMG. The departments or hostels cannot operate wireless local area networks with unrestricted access. Network access must be restricted either via authentication or MAC/IP address restrictions.

d) Email Account Use

According to the IT policy of the institute, every student and faculty is provided with an E-mail address by the CMG. The e-mail facility should be used primarily for academic and official purposes. Using the e-mail facility for illegal or commercial purposes is a direct violation of the institute IT policy and may entail withdrawal of the facility. Impersonating email account of others will be taken as a serious offence under the IT security policy of the college. Users should not share their email account with others, as the

individual account holder is personally held accountable, in case of any misuse of that email account.

e) Web Page Hosting

The college website shall provide academic and administrative information about each department for the public. The web Master of the institute is responsible for the launch and maintenance of the official web site of the institute. https://www.sonatech.ac.in

Each faculty shall post their academic information and achievements in the website by sending the hyperlink of the URL that has to be added in the official web site of the institute to the web master. However, illegal or improper usage will result in termination of the hyperlink the departments, research centers, and individual faculties are responsible to send updated information to web manager.

f) Hostels Wi-Fi Use

- Usage of wireless infrastructure in hostels is provided to enhance the accessibility of internet for academic purposes and to browse exclusive online resource (licensed online journals) of the faculty members.
- Access to wireless internet service is only an extended service and it cannot be demanded. The service will be provided based on registration of MAC id of student's laptops. DHCP server assigns a reusable IP address from IP Pools of addresses to a student or faculty members based on MAC authentication.
- Availability of wireless services solely depends on the discretion of the college and it has rights to stop or interrupt the services at any given point of time or for any technical purpose. The access points provided in hostels are the property of the college and any damage or loss of the equipment will be considered as a serious violation of rules.
- The code of conduct of the college will enforce discipline on the student/s that is found guilty for the loss or damage of the Wireless Infrastructure or the corresponding equipment in the hostel buildings.

In the incident of any loss or damage to the wireless infrastructure, SCT will assess the damage and the same will be recovered from all the students who are residing in that floor/building/hostel.

Upgraded Information

S.No	Newly Added/Revised	ITP 2015	ITP 2023
1	To implement an IT support system to the stockholders, through Management Information System (MIS) for solving IT related issues in a faster manner.	Not Available	Introduced MIS Complaint System
2	To have an annual plan for upgrading IT infrastructure covering Wi-Fi devices, software, and replacing old systems considering advancement in new technologies in-line with the academia.	Network : 205 Mbps Access Point: 59	Network: 1 Gbps Access Point : 119
3	DHCP server	Not Available	Available
4	Router	Not Available	Available
5	Core Switch	Not Available	Available
6	Network Switch	Unmanageable	Semi Manageable