Information Technology Maintenance Policy

Need:

Information Technology resources are a must to support the curricular, co-curricular, research and administrative activities of the Institution and to enhance the efficiency and productivity of the members of faculty and staff, students and other stakeholders. These resources are meant to be utilized by them related to their areas of work. Hence a system to maintain and manage is essential.

Objectives:

- To maintain, secure, and ensure appropriate use of Information Technology infrastructure established by the Institution on the campus.
- To establish strategies and responsibilities for protecting the information assets and related equipment that are accessed, created, managed, used and/or controlled by the Institution.
- Information assets include data, information systems, computers, electronic equipment, network devices, intellectual property, documents and any other proprietary information of the institution.

Responsibility:

IT maintenance unit of the institution is responsible for procuring / maintaining / discarding the IT infrastructure and facilities of the institution.

Works to be undertaken:

- ➢ User authorizations
- ➢ Access, Privacy and Confidentiality of institutional email accounts
- ➢ Maintain user's compliance
- ➢ Hardware installation
- ➢ Software installation and licensing

- Liaison with internet service providers and maintenance of proper bandwidth to different departments/units of the institution
- Maintenance and periodic update of various ERP packages and LMS
- Upkeep and maintenance of the campus website
- Access to Network:
    - Access to Internet and Intranet
    - Access to Wireless Networks
    - Filtering and blocking of sites
- Monitoring the sharing of data on official networks and media
- Regulated access to Social Media Sites
- Proper and optimal usage of ICT Devices
- Technical or Security Incident Management
- Allocation and Maintenance of devices such as servers, computers, laptops, printers, reprographic equipment, routers, switches, LCD projectors and any other ICT equipment
- Disposal of condemned ICT equipment
- All budgetary requirements for procuring, maintenance and update has to be undertaken

Process:

- All budgetary requirements (procurement/repair/maintenance) have to be proposed at the start of the year. Post approval and sanction of budget, the works should be undertaken
- Any issue that arises in the department/unit must be registered and informed to the IT maintenance department
- The concerned technician is allotted by the IT Maintenance Department for the installation/update/repair work raised by the department/unit
- The completion of the work is recorded and informed to the concerned Head/Unit head
- All the records of maintenance must be recorded for periodic audit.