

# Pandit Sundarlal Sharma (Open) University Chhattisgarh, Bilaspur

## Information Technology (IT) Policy

### 1. Introduction –

In digital era, it is imperative to have a legal framework for effective use of computer infrastructure. The Information Technology (IT) Policy of the Pandit Sundarlal Sharma (Open) University Chhattisgarh(PSSOU) defines rules and guidelines for proper utilization and maintenance of technological assets to ensure their ethical and acceptable use and assure health, safety and security of data, products, and facilities.

The IT Policy of PSSOU ensures effective and efficient use of IT Assets including Personal Computers (PC) or desktop devices, portable and mobile devices, networks including wireless networks, internet connectivity, server, CCTV surveillance external storage devices and peripherals like printers, and scanners and university owned, licensed software's associated therewith. Misuse of these resources may lead to result in unwanted risk and liabilities for the institution. It is, therefore, expected that these resources are used primarily for institutional purposes and in a lawful act and ethical professional way. Purposefully, the University IT policy exists to maintain, secure, and ensure legal and appropriate use of Information technology infrastructure established by the University on its jurisdiction.

PSSOU provides IT resources to support academic, administrative and research activities for the learners, faculties and employees of the university availing computing, networking, and IT facilities. The users are expected to abide by the established rules, which are intended to preserve the utility and flexibility of the system and protect the privacy and work of students and faculty. Every member of the University is expected to be familiar with and adhere to this policy.


### 2. Scope –

This policy governs the usage of IT Resources from an end user's perspective. This policy is applicable to all individuals/ users/ entities, which use the IT Resources of PSSOU.

VERIFIED



REGISTRAR  
Pt. Sunderlal Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

  
Shri Roshan Lal Pradhan  
Incharge IITC Ctrn-  
PSSOU, CG Bilaspur  
Page 1 of 10

### 3. Objective –

- (1) The objective of this policy is to ensure proper access and usage of institutional IT resources by the users. It also calls for preventing the misuse (if any).
- (2) IT policy exists to maintain, secure, and ensure legal and appropriate use of agreement to be governed by this policy.
- (3) This policy establishes institution-wide strategies and responsibilities for protecting the Information technology infrastructure established by the University in its campus. Confidentiality, Integrity, and Availability of the information assets that are accessed, Information assets addressed by the policy include data, information systems, computers, created, managed, and/or controlled by the University.
- (4) An act to provide equal legal treatment for the transactions and business carried out by University users.
- (5) IT Policy serves for matters connected therewith or incidental thereto on the University Cyberspace digital infrastructure as well as all dependent Regional Centers and Study Centres of PSSOU.

### 4. Roles and Responsibilities –

The following roles and responsibilities are envisaged from each entity respectively.

- 4.1 The university shall implement appropriate control to ensure compliance with this policy by their users. Web Cell shall be primary implementing department and shall provide necessary support in this regard.
- 4.2 Web Cell shall ensure resolution of all incidents related to the security aspects of this policy by their users. Implementing department shall provide the requisite support in this regard.
- 4.3 Use of IT resources for those activities that are consistent with the academic, research and public service mission of the University and are not “Prohibited Activities”.
- 4.4 All users shall comply to existing national, state and other applicable laws.
- 4.5 Abide by existing telecommunications and networking laws and regulations.
- 4.6 Follow copyright laws regarding protected commercial software or intellectual property.

VERIFIED

- 4.7 As a member of the University community, PSSOU provides use of scholarly and/or work-related tools, including access to the Library, certain computer systems, servers, software and databases and the internet. It is expected from University Community to have a reasonable expectation of unobstructed use of these tools, of certain degrees of privacy and of protection from abuse and intrusion by others sharing these resources. Authorized users can expect their right to access information and to express their opinion to be protected as it is for paper and other forms of non-electronic communication.
- 4.8 Users of PSSOU shall not install any network/security device on the network without consultation with the IA.
- 4.9 It is responsibility of the University Community to know the regulations and policies of the University that apply to appropriate use of the University's technologies and resources. University Community is responsible for exercising good judgment in the use of the University's technological and information resources.
- 4.10 As a representative of the PSSOU community, each individual is expected to respect and uphold the University's good name and reputation in any activities related to use of ICT communications within and outside the university.
- 4.11 Competent Authority of PSSOU should ensure proper dissemination of this policy.

## 5. Privacy and Personal Rights –

- 5.1 All users of institutional IT resources are expected to respect the privacy and personal rights of others.
- 5.2 Users should not access or copy another user's email, data, programs, or other files without authorization and approval of the Competent Authority/officers.
- 5.3 While the University does not generally monitor or limit content of information transmitted on the campus wide LAN, it reserves the right to access and review such information under certain conditions after due approval of the competent authority.

## 6. Privacy and usage Policy in Email–

While every effort is made to ensure the privacy of institutional email users, it may not always be possible. Since employees are granted use of electronic information systems and network services to conduct institutional task, there may be instances when the University, based on

VERIFIED

IA

REGISTRAR  
Pt. Sunderlal Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

Shri Resham Lal Prasad  
Incharge IAC Officer  
PSSOU, CG Bilaspur

approval from competent authority, reserves and retains the right to access and inspect stored information with the consent of the user.

## **7. Access to the Network –**

### **7.1 Access to Internet –**

- 7.1.1** A user shall register the client system and obtain one-time approval from the competent authority before connecting the client system to the University Campus wide LAN.
- 7.1.2** PSSOU shall maintain two independent networks, i.e. Internet and Intranet. Both the networks shall not have any physical connection/devices between them. End point compliance shall be implemented on both the networks to prevent unauthorized access to data.
- 7.1.3** Users shall not undertake any activity through any website or applications to bypass filtering of the network or perform any other unlawful acts which may harm the network's performance or security.

### **7.2 Access to PSSOU Wireless Networks –**

For connecting to a PSSOU's wireless network, user shall ensure the following:

- 7.2.1** A user shall register the access device and obtain one-time approval from the competent authority before connecting the access device to the PSSOU wireless network.
- 7.2.2** Wireless client systems and wireless devices shall not be allowed to connect to the PSSOU wireless access points without due authentication.
- 7.2.3** To ensure information security, it is recommended that users should not connect their devices to unsecured wireless networks.

### **7.3 Filtering and blocking of sites –**

- 7.3.1** Web Cell or any other Implementing Agency may block content over the Internet which is in contravention of the relevant provisions of the IT Act 2000 and other applicable laws or which may pose a security threat to the network.
- 7.3.2** Web Cell or any other Implementing Agency may also block content which, in the opinion of the university, is inappropriate or may adversely affect the productivity of the users.

## **8. Network (Intranet & Internet) Use Policy –**

Network connectivity provided through the University, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private Network (VPN)

**VERIFIED**

*Shri Kesitani L...*  
Incharge NAAC Criteria  
PSSOU, CC Bhopur  
Page 4 of 10

connection, is governed under the University IT Policy. The Web Cell is responsible for the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the University's network should be reported to Web Cell.

**A. IP Address Allocation –**

Any computer (PC/Server) that will be connected to the university network should have an IP address assigned by the Web Cell. Following a systematic approach, the range of IP addresses that will be allocated will be based on Virtual LAN (VLAN) created against each entity or objective. Any device connected to the network will be allocated IP address only from that 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.

As and when a new computer is installed in any location, it will be allocated as per the Dynamic Host Configuration Protocol (DHCP) pool policies. An IP address allocated for a particular computer system should not be used on any other computer even if that other computer belongs to the same individual and will be connected to the same port. IP address for each computer should be obtained separately by filling up a requisition form meant for this purpose.

**B. DHCP and Proxy Configuration by Individual Departments /Sections/ Users -**


Use of any computer at end user location as a DHCP server to connect to more computers through an individual switch/hub and distributing IP addresses (public or private) should strictly be avoided, as it is considered absolute violation of IP address allocation policy of the university. Similarly, configuration of proxy servers should also be avoided, as it may interfere with the services run by the Web Cell. Even configuration of any computer with additional network interface card and connecting another computer to it is considered as proxy/DHCP configuration. Non-compliance to the IP address allocation policy will result in disconnecting the port from which such computer is connected to the network. Connection will be restored after receiving written assurance of compliance from the concerned department/user.

**C. Running Network Services on the Servers –**

- (a). Individual departments/individuals connecting to the university network over the LAN may run server software, e.g., HTTP/Web server, SMTP server, FTP server, only after bringing

VERIFIED

  
REGISTRAR  
Pt. Sunderlal Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

  
Shri Reshmi Lal Prasad  
Incharge NAAC Criteria  
PSSOU, CG Bilaspur

it to the knowledge of the Web Cell in writing and after meeting the requirements of the university IT policy for running such services. Non-compliance with this policy is a direct violation of the university IT policy, and will result in termination of their connection to the Network.

- (b). Web Cell takes no responsibility for the content of machines connected to the Network, regardless of those machines being University or personal property.
- (c). Web Cell will be constrained to disconnect client machines where potentially damaging software is found to exist. A client machine may also be disconnected if the client's activity adversely affects the Network's performance.
- (d). Access to remote networks using a University's network connection must be in compliance with all policies and rules of those networks. This applies to any and all networks to which the University Network connects. University network and computer resources are not to be used for personal and commercial purposes.
- (e). Network traffic will be monitored for security and for performance reasons at Web Cell.

**D. Internet Bandwidth obtained by Other Departments –**

- (a). Internet bandwidth acquired by any department of the university under any research programme/project should ideally be pooled with the university's Internet bandwidth, and be treated as university's common resource.
- (b). Under particular circumstances, which prevent any such pooling with the university Internet bandwidth, such network should be totally separated from the university's campus network. All the computer systems using that network should have separate VLANs based on grouping criterion.
- (c). IP address scheme (private as well as public) and the university gateway should not be specified as alternative gateway. Such networks should be adequately equipped with necessary network security measures as laid down by the university IT policy. One copy of the network diagram giving the details of the network design and the IP address schemes used may be submitted to Computer Centre.
- (d). Non-compliance to this policy will be direct violation of the university's IT security policy.

**9. CCTV Surveillance**

PSSOU shall implement CCTV surveillance in the campus for the purpose of safety and security. CCTV stands for Closed-Circuit Television and is commonly known as Video Surveillance.

VERIFIED

*Dr. Akh*  
Shri Resham Lal Prasad  
Incharge, IAC, Criter.  
PSSOU, CG Bilaspur

“Closed-Circuit” means broadcasts are usually transmitted to a limited number of monitors. Thus, the CCTV surveillance in university campus is very important and essential requirement in order to detect and deter criminal activities and make campus safe and secure for the learners and employees.

#### 10. Monitoring and Privacy –

- (1) Web Cell or any other Implementing Agency shall have the right to audit networks and systems at regular intervals, from the point of compliance to this policy.
- (2) Web Cell/Implementing Agency, for security related reasons or for compliance with applicable laws, may access, review, copy or delete any kind of electronic communication or files stored on University provided devices under intimation to the user. This includes items such as files, e-mails, posts on any electronic media, Internet history etc.
- (3) Web Cell/Implementing Agency may monitor user’s online activities on University network, subject to such Standard Operating Procedures of Government of India norms.

#### 11. Use of IT Devices Issued by PSSOU –

IT devices issued by the PSSOU to a user shall be primarily used for academic, research, administrative and any other university related purposes and in a lawful and ethical way. The aforesaid section covers best practices related to use of desktop devices, portable devices, external storage media and peripherals devices such as printers and scanners.

#### 12. IT Hardware Installation Policy –

University network user community needs to observe certain precautions while getting their computers or peripherals installed so that he/she may face minimum inconvenience due to interruption of services due to hardware failures.

##### (a). Who is Primary User –

An individual who holds the sole responsibility of using a computer is considered to be “primary” user. If a computer has multiple users, with more than one operator, the department Head should make an arrangement and make a person responsible for compliance.

##### (b). What are End User Computer Systems-

Apart from the client PCs used by the users, the university will consider servers not directly administered by Web Cell, as end-user computers. If no primary user can be

VERIFIED  
REGISTRAR  
Pt. Sunderlal Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

Shri Resham Lal Prasad  
Incharge, Web Cell  
PSSOU, CG Bilaspur

identified, the department must assume the responsibilities identified for end-users. Computer systems, if any, that are acting as servers which provide services to other users on the Intranet/Internet though registered with the Web Cell, are still considered under this policy as "end- users" computers.

(c). **Warranty & Annual Maintenance Contract –**

Computers purchased by any Section/ Department/ Project should preferably be with 3 years onsite comprehensive warranty. After the expiry of warranty, computers should be under annual maintenance contract. Such maintenance should include standard repair and maintenance procedures as may be defined by Web Cell from time to time.

(d). **Power Connection to Computers and Peripherals –**

All the computers and peripherals should be connected to the electrical point strictly through UPS. Power supply to the UPS should never be switched off, as continuous power supply to UPS is required for battery recharging, till such instances wherein the UPS is to be left unattended. Further, these UPS systems should be connected to the electrical points that are provided with proper earthing and have properly laid electrical wiring.

(e). **Network Connection –**

While connecting the computer to the network, the connecting network cable should be away from any electrical/electronic equipment, as they interfere with the network communication. Further, no other electrical/electronic equipment should be shared with the power supply from where the computer and its peripherals are connected.

(f). **File and Print Sharing Facilities –**

File and print sharing facilities on the computer over the network should be installed only when it is absolutely required. When files are shared through network, they should be protected with password and also with read only access rule.

(g). **Maintenance of Computer Systems provided by the University –**

For all the computers that were purchased by the university centrally and distributed by the Store Department, Web Cell with Store department will attend to the complaints related to any maintenance related problems.

**13. Software Installation and Licensing Policy –**

Any computer purchases made by the individual departments/projects should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed. Respecting the anti-piracy laws of the country,

VERIFIED

*Anshu*  
Incharge NMAC Officer  
PSSOU, CG Bilaspur



University IT policy does not allow any pirated/unauthorized software installation on the university owned computers and the computers connected to the university campus network. In case of any such instances, university will hold the department/individual personally responsible for any pirated software installed on the computers located in their department/individuals' rooms.

#### 14. Email Account Usage Policy -

Web Cell provides official email access privileges to its users. In an effort to handle the efficient information dissemination among the administration, faculty members, staffs and students, it is recommended to avail official email with PSSOU domain.


In an effort to increase the efficient distribution of critical information to all faculties, staff and students, and the University's administrators, it is recommended to utilize the university's e-mail services, for formal University communication and for academic and other official purposes.

Users may be aware that by using the email facility, the users are agreeing to abide by the following policies:

- (a). Web Cell provides the email accounts to Head of Teaching and Non-teaching department and research scholars on --- @pssou.ac.in or pssou.ac.in domains.
- (b). The facility should be used primarily for academic and official purposes and to a limited extent for personal purposes.
- (c). Using the facility for illegal/commercial purposes is a direct violation of the university's IT policy and may entail withdrawal of the facility. The illegal use includes, but is not limited to, the unlicensed and illegal copying or distribution of software, sending of unsolicited bulk e-mail messages. And generation of threatening, harassing, abusive, obscene or fraudulent messages/images.
- (d). The University's email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments.
- (e). University employees' e-mail addresses are not confidential. Employee e-mail addresses will be visible to other University e-mail account holders.
- (f). E-mail sent by the University to others e-mail account is an official form of communication to employees. It is the responsibility of employees and learners to receive such communications and to respond to them as may be necessary.

VERIFIED

  
REGISTRAR  
Pt. Sunderlal Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

  
Shri Reshum Lal Prasad  
Incharge -AC Officer  
PSSOU, CG Bilaspur

(g). Official communications may be time-critical and employees and students are expected to review messages sent to their university e-mail account on a reasonably frequent and consistent basis.

### 15. Disposal of ICT equipment

The disposal of ICT hardware equipment shall be done as per the Standard Operating Procedures of the E-Waste Management of the university.

-----0000-----

**VERIFIED**



**REGISTRAR**  
Pt. Sunderlal S. Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

*Indrak*  
**Shri Resham Lal Prasad**  
Incharge, NAAC Criteria  
PSSOU, CG Bilaspur