



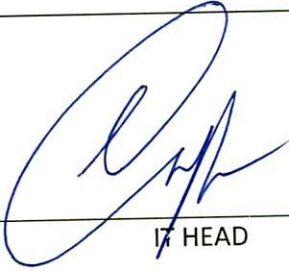

# RAAK

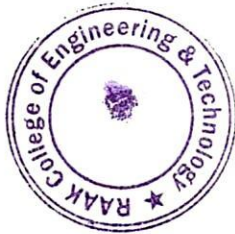
## COLLEGE OF ENGINEERING AND TECHNOLOGY

(Approved by AICTE, New Delhi, Affiliated to Pondicherry University)  
(A Unit of Farouk Educational Trust)

### IT UPDATION POLICY

POLICY NO.	ISSUE/REVISION NO.	DATE OF REVISION	NEXT REVISION
RAAKCET/IQAC/POLICY/018	01/01	10/05/2022	2025

PREPARED BY	VERIFIED BY	APPROVED BY
		
IT HEAD	IQAC COORDINATOR	PRINCIPAL



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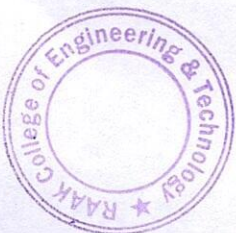
### **IT policy of the Institution**

#### **Introduction**

With the convergence of technologies, it has become imperative to take comprehensive look at all possible information technologies for the quality improvement of teaching learning at The RAAK College of Engineering Technology (RAAKCET), Puducherry. The comprehensive choice of IT for holistic development of education can be built only on a sound policy. The initiative to develop an IT Policy of the college is inspired by the tremendous potential of IT for enhancing outreach and improving quality of education. This policy endeavors to provide guidelines to support the stakeholders of RAAK CET in optimizing the use of IT resources. Users are currently adhering to all the policies mentioned here.

#### **Objectives**

- The objective of the IT Policy is to devise, catalyze, support and sustain IT and IT enabled activities and processes in order to improve access, quality and efficiency in the education system of the college.
- The IT Policy aims at preparing adult learners to participate creatively in the establishment, sustenance and growth of a knowledge society leading to all round socio-economic development of the nation and global competitiveness.
- IT reserves the right to monitor the usage of the facilities provided therein to maintain a secure computing environment and to abide by the legal norms that exist.
- In this document, the term “users” shall mean individuals, staff, students, faculty, departments, offices or any other entity which fall under the management of RAAK College of Engineering and Technology, Campus and require any services aforesaid.
- Users are bound by all the rules and regulations formulated by the Institution from time to time on use of computing facilities provided to them or owned by them.





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### Policy Goals

To achieve the above, the IT Policy will endeavor to:

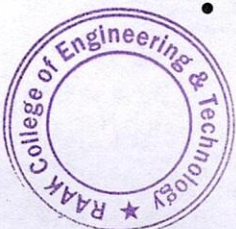
- Create an environment to develop a community conversant with technology which can deploy, utilize and benefit from Information technology.
- Create an environment of collaboration, cooperation and sharing, conducive to the creation of a demand for optimal utilization and returns on the potentials of IT in college.
- Promote development of local and localized quality content and to enable students and teachers to partner in the development and critical use of shared digital resources
- Promote development of professional networks of teachers, resource persons and colleges to catalyze and support resource sharing, up gradation, and continuing education of teachers; guidance, counseling and academic support to students; and resource sharing, management and networking of college managers and administrators, resulting in improved efficiencies in the teaching-learning process.
- Promote research, evaluation and experimentation in IT tools and IT enabled practices in order to inform, guide and utilize the potentials of IT in college education and also to promote a critical understanding of ICT, its benefits, dangers and limitations
- Motivate and enable wider participation of all sections of society in strengthening the college education process through appropriate utilization of ICT

### Acceptable IT Devices

- Any computer, peripheral or network capable device connected to campus network must belong to, or be formally registered, or be hosted by IT.
- IT reserves the right to restrict access otherwise.

### Responsibilities of users and user groups

- All users shall comply to existing federal, state and, other applicable laws.





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- Following copyright laws regarding protected commercial software or intellectual property.
- Abiding government, telecommunications and networking laws and regulations.
- Honoring acceptable computer use policy of computer networks accessed through RAAK College of Engineering and Technology's campus network either locally or remotely.
- Sensitive to resource utilization and help to provide fair distribution of computer resources by minimizing unnecessary network traffic that may interfere with the ability of others to make effective use of campus network resources.

### Scope:

- College employees, or others who are associated with the college, who request, use, possess, or have access to college administrative data must agree to adhere to the protocols outlined in the general IT policy.
- Changing data of oneself or others except as required to fulfill one's assigned College duties or as authorized by a supervisor. (This does not apply to self-service applications that are designed to permit you to change your own data).
- Disclosing information about individuals without prior authorization by the college administration. ⚠ Engaging in what might be termed "administrative voyeurism" (reviewing information not required by job duties) unless authorized to conduct such analyses.
- Examples include tracking the pattern of salary raises, viewing a colleague's personal information, looking up someone else's grades or viewing another colleague's work product when not authorized to do so.
- Circumventing the level of data access given to others by providing access that is broader than that available to them, unless authorized. For example, providing an extract file of employee salaries to someone who does not have security access to salary data is prohibited by this policy.





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- Allowing unauthorized access to College's administrative systems or data by sharing an individual's username and password. ⚠ Engaging in any other action that violates the letter and spirit of this policy, either purposefully or accidentally

### **Data network responsibilities of end users**

- Individual department, users or user groups may develop their own local area networks or local communications environment within, only if those facilities are approved by IT and meets developed network standards. IT shall also reserve the rights to monitor such networks.
- Any user group or department intending to establish connectivity to external data communications network directly should do so after coordinating with IT. IT shall extend all necessary technical support to user groups or departments who intend to establish such connections to external data communications. All such direct communication networks shall be routed physically or logically through the central network operations centre of IT to maintain security to the campus network.

### **Computing facility provisioning and maintenance.**

- IT is responsible for provision and maintenance of computing facilities provided to users. The facilities are provided after the user secure approvals from the management.
- The user shall ensure physical safety of the equipment and produce the same as and when required for stock verification by IT. If any peripheral or components of the equipment assigned is found missing, the user shall report the same to IT for further action.
- The user shall obtain prior approval from IT before plugging in any additional peripherals to the local area network (LAN). This is also applicable to connect peripherals to external ports like USB, etc.
- IT shall not be responsible for any failure to personal peripherals connected to institute equipment by the user.
- Users shall ensure data availability and security by taking regular backups of the data stored on their systems.





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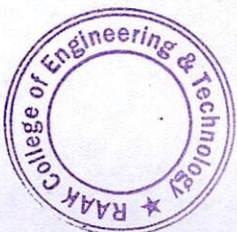
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- The individual or the department shall be responsible to report any hardware or software related faults to IT through facilities provided for reporting. IT shall take all necessary steps to resolve the issue at the earliest. However, faults that require substantial additional financial expense may need to be approved by competent authorities.
- All support calls attended by support personnel shall be documented and the user or department shall insist to get a written service report from the service personnel regarding the support offered. The individual or the department shall ensure that the service report is complete in all respect including components that have been removed or replaced by the service personnel.
- The ownership of the equipment assigned to the individual or the department shall remain with the College.
- Possession of computing equipments by students within the campus shall be governed by the rules and regulations formulated by the College separately. However, students shall be bound by all the provisions of the IT policy with respect to the usage of such equipments with the campus.

### **Provision of computing software and maintenance**

- IT shall provide all necessary software for operating the devices allocated to the user.
- IT reserves the right to secure the administrative passwords for all the devices owned by the Institute.
- Users may install any software on the equipments allotted to them after obtaining prior approval from IT. All such software that may be installed on the equipment shall be used for the purposes as mentioned in above. However, IT shall reserve the right to restrict users from installing any software that may pose a risk to the security and integrity of the equipment and the campus network.
- All software installed on the user machines shall be legal copies from the original vendors. Users are encouraged not to use any illegal or unlicensed versions of copyrighted software.





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- IT shall ensure reinstallation of system and application software if required. Users shall request for the same through facilities provided for making such support requests.
- Users shall not copy, duplicate or distribute any software owned by the College or downloaded by them to their PCs.

### **Provision of network connectivity and maintenance**

- IT is responsible for providing users with data communications connectivity from their building to all campus-wide network services.
- IT provides data communications connectivity to allow access from a terminal, PC, accepted devices or user group to campus-wide network services for purposes mentioned in above.
- IT is responsible for the design, development, and maintenance of campus-wide network facilities that are used to connect all users, including facilities such as ISDN, leased data links, fiber optic backbone network or any other technologies that may be adopted.
- IT will proactively monitor the shared networks to detect problems and will take actions necessary to isolate the cause and correct the problem.
- Personal devices of users shall be connected to the network after registering the same with the IT.

### **LAN and Intranet security**

- Computer networks are designed to be open systems and facilitate access to networked resources, data applications system security must rely primarily on the proper application system design and network operating system configuration, rather than on secure physical network facilities.
- IT is responsible for maintaining physical security of all network equipment and data communications cabling in campus equipment closets, between buildings and in network hub locations.





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- IT is responsible for the integrity of all software running on the backbone network equipment, including network control servers, communications servers, LAN switches, routers, and gateways.
- Users are encouraged to assist IT in maintaining the physical security of the network assets installed at their location and to ensure the integrity of all network related services running on their local hosts.
- IT shall take all necessary security measures to protect and secure the device connected to network and avoid compromises. This may include undisclosed administrator level passwords, restricted access to external or internal ports, restriction on installation of system software by the users, etc.
- Compromised or problem hosts connected to the network, once identified will be denied access until they are repaired.
- To ensure network security, IT shall monitor all traffic on the network using appropriate software to identify malicious traffic. If malicious traffic is identified, the host that generated or generating the traffic shall be logically or physically disconnected from the network. IT shall recommend remedial actions for such devices connected to the network, which may include: removal of malicious software, fully patched Operating Systems; current anti-virus software and virus definitions; secure passwords, personal firewalls, intrusion detection software, etc. IT shall provide necessary support to users for the aforesaid actions.
- IT shall also extend support to users connecting their personal devices to the campus network but limited to the operational or legal constraints.

### Provision of network services

- IT shall host all necessary network services to support the activities of the users. This shall include internet connectivity, email services, ftp servers, DNS, DHCP, etc. The usage of the services shall be for the purposes as mentioned and shall be monitored and controlled by IT.







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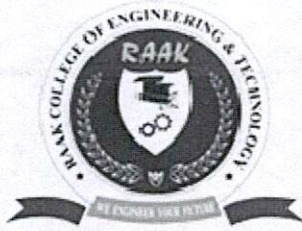
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- These services are provided for the purpose of increasing the job fulfillment, job performance, and to increase the productivity.
- Users shall fill up necessary application forms and secure approval from competent authorities to access services hosted by IT.
- Users shall not divulge passwords, software license codes or other security codes allotted to them to third party. Users are encouraged to reset their passwords every 90 days to ensure access security. All systems-level passwords (e.g., root, enable, network administrator, application administration accounts, etc.) must be changed at least every 90 days.

**Users shall not use RAAKCET network services to view, download, save, receive, or send material related to or including:**

- a) Offensive content of any kind, including pornographic material
- b) Promoting discrimination based on race, gender, national origin, age, marital status, sexual orientation, religion or disability.
- c) Threatening or violent behavior.
- d) Illegal activities.
- e) Commercial messages.
- f) Messages of a political or racial nature.
- g) Gambling
- h) Personal financial gain.
- i) Forwarding e-mail chain letters.
- j) Spamming e-mail accounts from RAAKCET's e-mail services or computers.
- k) Material protected under copyright laws.
- l) Sending business-sensitive information by e-mail or over the Internet.
- m) Dispersing organizational data to non-RAAKCET personnel without authorization.
- n) Opening files received from the Internet without performing a virus scan.
- o) Recreational streaming of internet material, such as radio, video, TV, or stock tickers.





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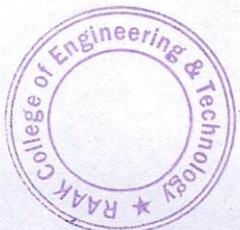
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- p) Downloading and/or installing programs/software on any network computer(s) without authorization from the IT.
- q) Tampering with your RAAKCET domain e-mail ID to misrepresent yourself and RAAKCET to others.
- IT may shutdown the network services periodically for maintenance purposes. Users shall be informed well in advance regarding such outages.
  - Information regarding such maintenance schedules shall be sent to users through available means of communication which may include but not limited to emails, instant messaging apps or hard copy circulars.

### **Network activities not permitted over the campus network**

- Execution of software programs which excessively consume network or network server resources.
- Activities that violate rules of local administration, the State, Central Government or recognized International Organization or Treaties.
- Activities that interfere with the legitimate function of other devices connected to campus network. (examples include DHCP Servers, devices running RIP, RAS Servers consuming DHCP Addresses which have not been registered with ITMS, etc.)
- Configuring mail servers with open relays, sending unsolicited mails, commercial mails, spamming.
- Downloading large files for personal use including music, video and software.
- Probing, scanning or other activities that amount enumeration of campus network.
- Initiating Denial of Service Attacks, Hacking, Cracking or similar activities which disrupt the network services hosted internally and externally.
- Executing network related software for packet sniffing, content sniffing.
- Unauthorized access to internal or external network services, devices, servers, or hosts.
- Illegal distribution of any copyrighted material.
- "Stealing" or "Borrowing" IP addresses.





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- Any activity that tarnishes RAAKCET's professional image. (IT may not be the policing agency in these matters)

### Violations

- Violations will be reviewed on a case-by-case basis.
- If it is confirmed and proved that a user has violated one or more of the above use regulations, that user will receive a reprimand from his or her Head of the Department or reporting authority and his or her future use will be closely monitored.
- If a gross violation has occurred, the Management will take immediate action. Such action may result in losing Internet and/or e-mail privileges, severe reprimand, and or disciplinary action.
- During the investigation of an alleged policy violation, a user's computing and network access may be suspended.

The decision of the Management shall be final and binding on the constituents in case of any conflict or dispute.

