

ICT Policy

MSRUAS/REG/ICT POL-02/2020-21



**RAMAIAH
UNIVERSITY**
OF APPLIED SCIENCES

Pro Vice Chancellor
M.S. Ramaiah University of Applied Sciences
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This Policy entitled "ICT "
is applicable to all Faculties of MSRUAS
from the Academic Year 2020-21
(As per the SRAs of the respective Faculty)



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Policy Amendment Record Sheet

Sl.No	Sec. No.	Rev. No.	Details of Amendment	Reason for Amendment
1.	A.1.1	1	Improved service	Additional points added for Section: 12.6 of Version -1
2.	A.1.2	1	Improved service	Additional points added for Section: 12.13 of version -1
3.	A.1.3	1	Improved service	Section: 12.7
4.	A.1.4	1	Improved service	Section: 12.4
5.	A.1.5; A.1.6; A.1.7	1	New services added	Additional facility provided

A. Information and Communication Technology

A.1 Amendments to the Policy

The following are the amendments brought in into the existing Information and Communication Technology (ICT) Policy.

A.1.1 Installation of Wi Fi Access Points:

University will install Wi Fi access points at selected locations to provide internet access through wireless connectivity. The Access Points (APs) are configured and controlled through a centralized controller. The access to internet through Wi Fi is available for authenticated users only. **Students are permitted to use Wi Fi on a single device (Mobile / Laptop / Tab). Staff members are allowed to access Wi Fi in a maximum of two devices (Mobile / Laptop / Tab) (Ref to Existing ICT Policy Section: 12.6).**

Unauthorized Wireless APs (APs not installed, maintained, and managed by the RUAS ICT Members) are prohibited at the University. To avoid issues like intermittent problems / Network going down due to technical issues, installation of personal Wi Fi APs either by Students or by Staff members is restricted and if found installed, the ICT members will immediately disconnect them and handover to the respective user. If repeated installations, the user will be prohibited from owning the device and liable for action from the respective Head of the Department / Faculty.

A.1.2 Data Backup Policy:

In continuation to the data backup procedure of the ICT policy of the University, University will make provision for cloud backup solution through Microsoft One Drive in Microsoft Office 365 platform to all the users of the University including the students. The Faculty members of the University are allowed to keep all official data in the cloud space and at the time of retirement / leaving the organization, the Faculty members will hand over all the data to the University. The students after completing their course and exiting from the University, will be allowed to take backup of all their data stored in the cloud and the access to the cloud will be ceased for their use **(Ref to Existing ICT Policy Section: 12.13).**

A.1.3 Email System:

For an efficient distribution of critical information to all faculty, 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 & other official purposes.

In continuation to the existing Email and Messaging Policy of the University Policy, University will migrate from the existing email solution to cloud email solution under the Microsoft Office 365 Platform. The employee email format will continue to be as per the format given in the original policy. The student's email format will be changed from the format mentioned in the original policy to a new format, i.e., the email will be created based on the University unique number provided to the student.

Eg.: 21PHPY057001@msruas.ac.in which indicates the year of admission, faculty, department, program, and serial number. The name of the student will appear in the display name of the email id.

E-mail system will enable delivery of messages and documents to all the members of the University and to external members associated with the University. Formal University communications such as HR related information, Policy related information, General information, Official notices / announcements, etc. are circulated through email to all the members of the University and students.

The email accounts for staff and students will be created as per the standard format and issued to them with a password and the user will have to sign in and change the password after the first login. The user shall create a strong password and will not share the password to any others. The password will have to be changed at a fixed interval. Users who are using the University email will abide by the following policies:

- The users of the University should use the email facility for academic and official purposes only and to a limited extent of personal purposes.
- Users shall not send emails with large attachments unless and until they are very essential. Before sending such mails, users should ascertain that the receiver's email service is configured to allow mails with large attachments.
- Users shall not send emails with attachments more than 1 MB to bulk mails to avoid network bottleneck issues. Instead, will store information with large size (more than 1 MB) in a server / cloud space and share the link to all the intended receivers.
- Users shall check on their own or take the help of IT staff, on regular intervals, the size of their mailbox and take necessary steps to clear the data by deleting unwanted / outdated mails or backing up of mailbox avoid mails bouncing back for "Mailbox full" reason.

- Users shall not open mails with suspicious attachments / unknown senders / suspect spam mails, and any such issue to be brought to the notice of the IT personnel or forward the mail to support.ict@msruas.ac.in. To avoid any breach to the secured Network of the University, users should be utmost careful and bring it to the notice of the IT personnel of any such cases.
- Users shall take the benefit of the cloud email service provided by the University and access their mails from any part of the World, using any device with a browser and internet facility. The users are also given the benefit of configuring the cloud email service in their personal smart phones.
- User shall not share his / her email credentials with any others or infringe into other accounts to avoid misuse of the account and in any such case, the user will be held responsible and can be liable for action.
- All the members of the University are provided with an official email, and they shall use this mail only for official communication and not any personal email ids such as Yahoo, Gmail, Hotmail, etc. (Ref to Existing ICT Policy Section: 12.7).

A.1.4 Upgrade of Network Infrastructure:

University shall upgrade its Network infrastructure to be in par with the latest technology or to meet the requirements of the technology acquainted equipment. The **upgrading will include:**

- Upgrade / replace the existing CAT 5 passive cabling to CAT 6 to enable Gigabit data transfer and achieve faster network speed
- Upgrade / replace the existing Fiber Optic infrastructure from 1 Gig to 10 Gig or 10 Gig to 100 Gig.
- Upgrade / replace the Network Layer 1, Layer 2, Layer 3 Switches.
- Upgrade / replace / expand the Wi Fi infrastructure to cater to the growing student strength and enhance the coverage in the newly built floors / buildings.
- Upgrade / replace the Firewall equipment to maintain the security of the Network and data

of the University

- Upgrade / replace / expand the Surveillance infrastructure at all selected locations in view to maintain student safety, reduce loss, theft and vandalism of University property, etc. **(Ref to Existing ICT Policy Section: 12.4)**

A.1.5 Digital Classrooms:

- To help the students to prepare for life in college and the real world by providing them with a technology-based education, University will implement Digital Classrooms. Digital classrooms are also good for the environment because paper use is either eliminated or significantly reduced. University will ensure to have equipment like Computers, Projectors, LAN / Wi Fi, Audio Systems, etc., installed in all the classrooms.
- Set up classrooms with interactive video-conference facilities linking campuses and affiliating / associated organizations

A.1.6 E-Governance:

Under E-Governance, University shall implement a full-fledged ERP tool to benefit all the members and Students of the University.

The benefits of e-governance in an educational sector are improved efficiency, increase in transparency and accountability of educational administrative activities convenient and faster access to services, and lower costs for administrative services. The multi-faceted benefits of e-governance can be described as under these points

Some major benefits to the University:

- Centralized information access from anywhere
- End to end Student life cycle management
- Enable ICT integrated examination
- Increase in student enrollment ratio

- Provide quality e-services, e-participation
- Increase transparency
- Integration of innovative teaching tools
- Improved decision making
- less paperwork
- Satisfy the needs of regulatory bodies

Some major benefits to Students:

- Increase participation in education affairs
- Personalized login for each student
- Extensive saving in time cost & efforts
- Information & transaction services
- Job opportunities
- Social connectivity for collaboration
- Students can access virtual lectures & seminar
- Students can solve their problems like-examination queries, result verification etc.

A.1.7 E-Governance for Online Teaching:

Amid the Global wave of Pandemic lockdowns, there was an unprecedented rise in e-learning. To meet the requirements of the Pandemic situation, University will take necessary steps to provide benefits to the students of "Online Teaching". To cater to the needs of online teaching, University will implement / procure all needed tools, equipment, etc., and help the Faculty members of the University to ease the process of online teaching. The provision that the University will be making to benefit both Students and Faculty members of the University are:

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- Enhance the available Internet bandwidth to enable Faculty members to conduct online classes.
- Procure and issue all the ICT accessories to the Faculty members, needed for online classes.
- Facilitate tools / platforms for online teaching.