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INFORMATION & COMMUNICATION (ICT) POLICY

Introduction

The role of Information Communication Technology (ICT) as facilitator for 21st century education system, Management of education institutions, processing and exchanging of information, teaching methods, learning approaches, scientific research, and in accessing information very critical. Information and Communication Technology (ICT) is a superset that includes different communication technologies such as internet, various types of networks, social media and other digital media which enable access & usage of information and knowledge. The Information and Communication Technology Policy (ICT Policy) is an expression of broad intent and plan of action to putting ICT to use effectively in all the activities of an education Institution. ATMECE is committed and deeply engaged in the application of ICT to enhance administrative efficiency to optimise learning experiences and to innovate.

Objective

- To provide access to all the stakeholders of the Institute to relevant information and excellent services while improving governance using ICT.
- To build world class ICT infrastructure so as to create an environment to develop ICT literate community which can utilise and benefit from ICT and contribute to nation building.
- Promotion of open and free access to a state-of-the-art ICT and ICT enabled tools and resources to all students and teachers to facilitate effective learning enrichment and student engagement.
- Development of local and localised quality content and to enable students and teachers to partner in the development and use of shared digital resources.
- Development of professional networks of teachers, resource persons and Education Institutes to support resource sharing, upgradation, and continuing education of teachers; guidance, counselling and academic support to students.

Scope

This policy applies to all the users, using ATMECE's ICT Resources including but not limited.
to:

- Students and their parents.
- Permanent, Visiting, Temporary, Contract staff and staff employed by agencies who are working for ATMECE.
- Contractors, consultants, and suppliers working for ATMECE.
- Visitors, Resource Persons and Recruiters of ATMECE.

This policy applies to ICT resources and systems made available to the users by ATMECE including but not limited to:

- Personal computers, laptops, servers, terminals
- Peripherals like printers, copiers, scanners, and multimedia devices.
- Mobile devices, smart phones, and tablets.
- Networks with wired, wireless, internet and Intranet connections.

- Email and other messaging, social networking, or collaboration services such as blogs, chats and forums.
- System & Application software, services, and databases.
- Removable media including CDs, DVDs, Hard disks and memory sticks.

Policy

Guiding Principles

The usage of ATMECE's ICT resources shall be managed by the following guidelines.

Access: ATMECE provide unrestricted access to teaching, learning and research information to its stakeholders and also access to ATMECE services to stakeholders through ICT.

Cost: ATMECE will use ICT to reduce operation costs and improve teaching, learning and research quality.

Efficiency and Effectiveness: ICT shall be used with a view to increase ATMECE's efficiency in delivery of services and improve effectiveness in achieving the vision of the ATMECE.

Transparency: Usage of ICT shall foster openness in ATMECE's administration and delivery of services to the stakeholders.

Privacy: Shall use ICT shall be used without affecting the Individual's Privacy as per the applicable law.

Learner Cantered: ATMECE committed to provide ICT tools that empower the students and enable them to be responsible for self-learning.

Pedagogy Driven: ATMECE develops ICT resources that would support subject and course specific pedagogical innovations and create new learning experiences in classroom practices.

Quality Assurance: Integrate quality assurance strategies and their continuous development into ICT processes and services.

Areas of ICT Application.

Use of ICT in Admission Process

ATMECE make use of ICT to ensure effectiveness, efficiency and transparency of the admission process. ATMECE undertake a range of activities to support the admission process through use of ICT, but not limited to the following:

- Publication of admission related information like No of seats available in each program, Fee structure, Cut-off ranking of previous years, Round wise No of seats available, etc. over the Internet for better reach and visibility.
- Provide online registration facility for prospective students.

- Maintain a follow up and help prospective students through online support system and FAQs.
- Computerised admission process, allotment of hostels, opting for transportation service, generation of IDs, etc.
- Real time generation of database of students admitted.

Use of ICT in Academics (TLP Process)
    To be filled

Use of ICT in Evaluation (Tests & Examinations)
    To be filled

Use of ICT in Human Resource Management (HRM)
    To be filled

Use of ICT in Student Support.
    To be filled

Use of ICT in Research.
    To be filled

Use of ICT in ....
    To be filled

Use of ICT in ....
    To be filled

ICT Infrastructure and System Maintenance

The valuable ICT assets must be managed to ensure their integrity, security and availability for valid educational and administrative purposes. Some guidelines for the use of ICT are as follows.

Use of ICT in Administration

- ICT systems and infrastructure will be managed by the ATMECE's IT department.
- ATMECE will create adequate budgetary provision for maintenance of the ICT infrastructure and to implement this Policy.
- It will adequately ensure and provide for appropriate network security, firewalls, and antivirus and password management systems.
- While ATMECE will take all the necessary care to maintain its systems and servers, it accepts no responsibility for any loss or damage, consequential or otherwise, or loss of data arising from the use of its ICT Resources or due to the maintenance of its ICT Resources.
- Wherever possible, the ATMECE will use Open-Source applications for providing services and reduce the total cost of running the ICT infrastructure.

Unacceptable uses of ICT resources by the Users

Unacceptable use of the ATMECE's ICT resources may include but are not limited to the following.

- Attempt to access computers for which the concerned individual is not authorized.
- Unauthorized access to another user's files.

- Attempting to circumvent Network Access Control, including by-passing proxies and firewalls.
- Monitoring or interception of network traffic without permission
- Probing for the security weaknesses of systems by methods such as port scanning, password cracking, without permission
- Unauthorized extension or retransmission of network traffic including the installation of unauthorized wireless access points, routers or switches
- Unauthorized usage of of ATMECE's ICT Systems and Services for profit.
- Unauthorized modification of ATMECE's data.
- Unauthorized download, installation or running of programs or utilities that may flood the network, causing denial of service to other users
- Sharing of network access credentials with third parties for the purposes of defeating network authentication.
- Creation, retention, downloading or transmission of any offensive, obscene or indecent images or data, or any data capable of being resolved into obscene or indecent images or material.
- Creation, retention or transmission of material with the intent to cause annoyance, inconvenience or needless anxiety
- Infringement of Intellectual property rights including copyright, trademark, patent, design and moral rights
- Sending electronic mail that purports to come from an individual other than the person actually sending the message using, for example, a forged address.
- Using the resources for unsolicited advertising or transmission of electronic mail with intent to defraud, often referred to as "spamming".
- Deliberate activities that may result in either wasting of support staff time in support of systems or corrupting or destroying other user's data violating the privacy of other users
- Denying services to other users.
- Actions or inactions which intentionally, or unintentionally, aid the distribution of computer viruses or other malicious software.
- Download, installation and use of unlicensed software on the ATMECE network and computers,
- Any activity which comes within the purview of cyber laws of the land.

Use of Physical Infrastructure.
Necessary measures shall be taken to ensure that all the ICT resources are physically available the benefit of the user in working conditions. Physical resources shall always be maintained in good condition. Physical security of the resources shall be the responsibility of the person who is in-charge of such resources. The following guidelines shall be adhered to by all concerned.

- Person in-charge of each resources (e.g., a computer, laptop, printer in an office) or a group resources (e.g., computer lab or server room) shall be defined and that individual shall take the responsibility of ensuring its security.
- All the students and staff shall be required to identify themselves (either physically or electronically) for access to any common computing facilities.

- Only authorized staff will be permitted to physically open any ICT resources.
- Students and other staff shall not tamper with any components of computer systems for whatever reason beyond what is required to carry out the basic user services.
- No computer equipment and related accessories shall be taken out of the place where it is intended to be without explicit permission from an authority.
- The heads of the departments and/or sectional heads shall maintain ICT asset registers in order to monitor and track the assets.

Data Security.

- All ATMECE data should be stored on centrally maintained networked storage. In the event that such data is stored on user desktops, laptops and other mobile devices, it is the responsibility of the user to ensure its security, confidentiality and integrity with regular backup, password protection etc.
- Data on all the ICT resources is the property of the ATMECE, and no employee shall deny access to the same. In case of any employee leaving the institute shall prompted delete all the data from their personal resources before taking it out of the ATMECE campus.
- All access to data stored in the central databases must be through standard access protocols. Any attempt to gain access through any other means other than those sanctioned ones constitutes security breech.
- Requests for access to all administrative data and the central systems in general need to be authorised by the relevant Data Owner after recommendation by respective head of the department or the section head.
- In the event that confidential information is protected by technical security mechanisms (physical or electronic) using passwords etc. and these mechanisms fail or are absent, users themselves are obliged to protect confidential information from public access.
- All data stored on the central network storage must be kept backed up on a regular basis. Frequency of backup needs to be determined by the frequency with which the data changes and the effort required to recreate the information if lost.
- Backup must be tested periodically to ensure that they support full system recovery. All restore procedures must be properly documented and tested on a regular basis, at least annually.
- Backup media must be stored in an off-site location and retrievable within 24 hours, 365 days a year.
- Data owners in their role as custodians of data are responsible for defining and documenting the length of time during which data must be retained. IT department is responsible for ensuring that these requirements are adhered to.

Web content Publishing.

Content to be published on web shall adhere to certain prescribe standards. ATMECE's logos, tag line, fonts, colour scheme, etc., shall not be distorted while using the same. The web content publishing guidelines facilitate usability and consistency of these items. All the departments, forums and office shall strictly adhere to the standard. static information maintained elsewhere shall not be repeated. Instead, their websites should provide link to that specific information.

Redundant information, especially different published versions, often causes confusion among the audience and there may be severe consequences if incorrect information is posted.

- The ATMECE sites must be registered according to the guidelines.
- Individual Departments, Forums, Offices, etc., of ATMECE are responsible for the content on all of their Web pages.
- Content must be continuously updated. It will follow all sections of this policy, as well as national laws and codes.
- No Departments, Forums, Offices, etc., may go outside the ATMECE's Web structure and represent itself on another Web server or domain without written approval.
- Visible credits such as "Site powered by..." or "Site created by..." are prohibited.
- All ATMECE Web pages should follow copyright laws.
- Publishers of content must obtain permission from copyright holders to use text, photos, graphics, sounds, or movies to which the ATMECE does not hold copyrights.

Human Resources Development in ICT.

- For the IT Department staff to perform effectively and efficiently, they shall be continuously trained to enhance their skills so that they can meet the changing needs of the users. The IT Department shall put in place training and development plans to address the skill competencies of the staff.
- Appoint at least one member of staff from each Department as ICT Coordinator. ICT Coordinators will act as links between IT Department and respective Department.
- Provide technical training, on efficient use of ICT services, to all teaching and non-teaching staff.
- Provide training to the faculty on content development and to develop e-learning modules.
- Provide functional training to all teaching and non-teaching staff to improve their ICT competency.
- Train researchers on ICT Ecosystem for Research to enable them to use ICT in their research process.
- Train all the faculty members in the use of ICT for administration and for teaching and learning purposes.
- Train at least one staff member from each of the constituent institutions in software, hardware and network maintenance.

Quality Assurance of ICT Resources and Services

In order to enhance and maintain the quality of ICT resources and services, the following activities shall be performed.

- Continuously monitor the quality of ICT infrastructure and ICT services.

- Try to resolve 80% of all the technical problems within eight working hours after a complaint is received.

- Conduct at least 3 training sessions in a year to equip the end users with relevant and practical ICT skills to facilitate effective and efficient use of ICT resources by them.

- Cost-effectively develop 70% application systems within three(3) to six(6) months of receiving requests.

- Ensure that 80% of digital network services (LANs/WANs) operate 24x7 in all departments.

- Organize workshops, at least two in every six(6) months, on latest trends and practices in ICT.

- ATMECE shall establish a disaster recovery planning capability which will develop and maintain coordinated plans, procedures and technical measures that would enable essential systems to be recovered following a disaster and provide assurance that these plans, procedures and measures are effective.

Managing ICT Policy

- Considering the frequency of technology upgradation and obsolescence, the ATMECE will review and update its ICT Policy every three years.

- The IT Department shall be headed by a senior technical professional. The support staff of the IT department will have expertise in ICT related fields such as network administration, data center administration, web site design and LMS management etc.

- A document, describing the available ICT services and their possible use, will be circulated periodically to all concerned.