

## IT Department

### I. PREAMBLE

BIMTECH took the initiative in the year 2004 to establish a basic network and IT infrastructure in the Institute campus. Accordingly, campus-wide network development was completed in the year 2004 by covering the BIMTECH campus. Over these years, not only active users of the network facilities have increased many folds but also the web-based applications have increased. The IT infrastructure has been upgraded and modified from time to time.

### II. PURPOSE

The purpose of this policy is to provide a framework as a guide to IT Services being provided to academics, administration, finance, HR, Hostels, etc, to ensure that all activities including management development programs and consultancy work carried out by the faculty contribute to the fulfillment of the objectives of BIMTECH in a manner that benefits all stakeholders. This would be the IT department's contribution to Mission 2 (M 2) (below)

### III. BIMTECH VISION, MISSION, VALUES

This Preamble, Objectives, and Framework of IT base itself primarily on the Vision, Mission, and Values of BIMTECH. These are quoted below:

#### ***BIMTECH VISION***

*To be known for developing ethical global leaders and entrepreneurs striving for sustainability and inclusive growth.*

#### ***BIMTECH MISSION***

- *M1. To be the preferred choice for students, faculty, and recruiters.*
- *M2. To create and disseminate knowledge in a global context.*
- *M3. To imbibe entrepreneurial culture through curriculum, pedagogy, research, and mentoring.*
- *M4. To equip students for global business leadership.*
- *M5. To develop faculty as global thought leaders.*
- *M6 To ingrain ethics, sustainability, and inclusive growth in all its activities*

#### **BIMTECH VALUES**

- Ethics and Integrity. Sustainability and Transparency, Innovativeness and Entrepreneurship

## V. OBJECTIVES

The Department would aim to fulfill the following objectives:

- a. To provide IT services to all functions such as academics, administration, finance, HR, hostels, etc.
- b. To ensure that all networks are maintained and working satisfactorily
- c. To evaluate and procure hardware such as servers, computers, laptops, software, and network devices at a competitive price with suitable warranty and annual maintenance terms.

### ***Goals of the IT department***

The Goal of the IT Department is to provide faculty, students, and staff with an enabling IT infrastructure environment and appropriate IT tools. This shall help BIMTECH faculty, students, and staff to gain and disseminate knowledge (M 2)

## VI. Mapping with Vision, Mission and Values

a) All the above objectives of the Department are in pursuit of the overarching Vision of the institute which is “Developing ethical leaders with entrepreneurial and global mindset striving for sustainability and inclusive growth”. Necessary IT tools and technology are provisioned with care to ensure that faculty/students and staff are exposed to cutting-edge global practices in Management which help them develop the global mindset, acquire ethical practices, and think proactively as an entrepreneur would.

b) While achieving the stated objectives, Faculty/ students and staff use the best available IT infrastructure and dissemination of knowledge in a global context in line with Mission 2.

Thus the department operates as an enabler towards achieving the Vision and Mission of the Institute while promoting its stated values.

## VII. DEFINITIONS

- 1) The IT Department refers to the IT head and all other support staff that may be attached to the department at any point in time.
- 2) IT Infrastructure refers to all IT equipment, hardware, software, and network used by Faculty/ Staff and Students within BIMTECH premises

#### **VIII. CRITICAL SUCCESS FACTORS:**

1. Assessment by the IT Department of the IT Infrastructure needs of BIMTECH and developing a baseline of perceived requirements.
2. Matching this with the changing Organizational requirement and identifying gaps, that need to be fulfilled is done by IT Department
3. Continuous scanning by the IT department of the latest IT technology to keep the It infrastructure up-to-date meeting the needs of BIMTECH.
4. Adequate funding /staffing/equipment as required from time to time to achieve the IT Department's objectives.

#### **IX. VALIDITY, APPLICABILITY AND EXCLUSIONS**

**VALIDITY:** This policy document is valid with immediate effect and normally up to the period ending June 30, 2020, at which time it shall be reviewed. Subsequently, this document shall be reviewed with a 3-year periodicity. However, in case of any unforeseen happening in the interim periods, it may be altered/modified suitably by the IT department to suit current requirements, after due consideration and consultation with the Registrar.

**APPLICABILITY:** Institute IT Policy applies to all IT users at the Institute such as:

- o Teaching Departments,
- o Program Centers,
- o Library,
- o Hostels,
- o Computer Labs,
- o Students
- o Staff

All users who shall be granted permission to use the Institute's information technology infrastructure must comply with the Guidelines. Violations of any guideline by any Institute member may result in disciplinary action against the offender by the Institute authorities. If the matter involves illegal action, the case may be referred to the appropriate agency.

The policies shall be applicable at two levels:

1. End Users Groups (Faculty, students, senior administrators, Officers, and other staff)
2. Network Administrators

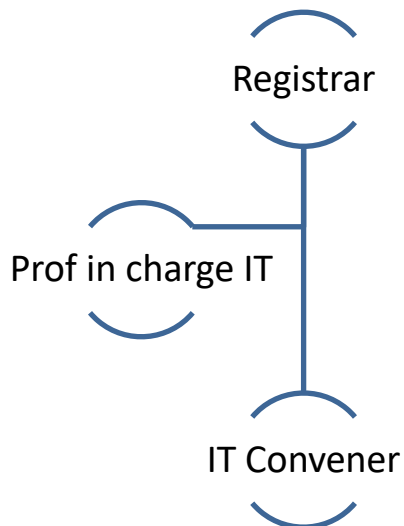
**EXCLUSIONS:** The following are excluded from the scope of this policy document:

1. Any visitor, outside guest, or participant who is not authorized by the management.
2. BIMTECH Website.
3. IT Devices are installed in the Conference Room, Board Room, and MDP& Classrooms.
4. Purchase regular IT things such as DVDs, USB Pen drives, Printers, etc.

## **X. POLICIES AND PROCEDURES**

### **a) Governance**

The Department is headed by an IT Convener who reports to Prof in charge and Registrar (depicted below on the relevant portion of the organization chart).



**b) JOB DESCRIPTION OF IT Convener.** This function is seen as an enabler for contributing to Missions 2.  
He/she

- a. Shall be overall in charge of IT
- b. Be responsible for planning, installation, procurement, and running of all IT infrastructure.
- c. Shall be supported in this functioning by a group of IT personnel.
- d. In the exercise of Item c) above, formulates and obtains approval as per the institute's procedures for an annual budget for the purpose. He /she is also responsible for the administration of this budget.
- e. ensures maintenance of necessary records of IT assets.
- f. is responsible for the smooth running of the IT

#### **STRATEGY FOR ACHIEVING INCLUSIVENESS AND MAINTAINING QUALITY STANDARDS**

1. The IT department endeavors to provide an enabling IT infrastructure for faculty, staff, and students at BIMTECH premises. It department shall conduct an assessment of the usage and need of IT infrastructure and make necessary provisions to plan and upgrade. By seeking inputs from leading IT service providers and visiting other leading institutes IT department shall further maintain the quality of IT infrastructure.

#### **REVIEW AND REVISION:**

The Policy document would be reviewed at the end of each completed academic year by the Committee for IT department and necessary amendments made if found necessary.

#### **IMPACT, METRICS AND IMPROVEMENT**

The impact of the IT's effectiveness shall be gauged by the following measures:

##### **Primary Direct Quantitative Indicators:**

1. IT Survey results
2. Total number of complaints related to IT or major downtime.
3. Improvement in feedback from all IT users

##### **Indirect indicators**

- a) Faculty/staff /Students feedback through questionnaires on IT Infrastructure
  - b) Informal feedback received from users from time to time.
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## **A. IT Hardware Installation**

Institute network user community shall have 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. The important and mandatory steps to follow at IT hardware installation are:

If the computer is installed in a cabin or room and used by an individual is designated as a single /personal user. The single/personal user shall be responsible for compliance with all necessary steps to be followed. If a computer is used by a group of multiple users, then the department head shall designate a person from that group responsible for compliance.

Apart from the single/personal user computers, the Institute shall consider servers not directly administered by the IT Centre, as end-user computers. If no single/personal user can be identified for such machines, the head must designate a person as a single/ personal user who is operating that server machine for compliance.

## **B. Software Installation and Licensing**

Any computer purchases made by the individual departments/projects shall be with the necessary licensed software (operating system, antivirus software, and necessary application software) installed. Respecting the anti-piracy laws of the country, the Institute IT policy does not allow any pirated/unauthorized software installation on the Institute-owned computers and the computers connected to the Institute campus network. In case of any such instances, the Institute shall hold the department/primary user personally responsible for any pirated software installed on the computers located in their department/individuals' rooms. Preference shall be given to install and use open-source software products wherever it is applicable.

## **C. Warranty & Annual Maintenance Contract**

All Computers purchased by any School/Centre / Department / Project of BIMTECH shall be preferably with a minimum 3-year on-site comprehensive warranty. After the expiry of the warranty, computers must be under an annual maintenance contract. Such maintenance must include OS re-installation and checking virus-related problems.

#### **D. Power Connection to Computers and Peripherals**

All the computers and peripherals should be connected to the electrical point strictly through online UPS (40 KVA) for a stabilized power supply. The power supply to the UPS should never be switched off, as a continuous power supply to the UPS is required for battery recharging. The UPS systems should be connected to the electrical points that are provided with proper earthing and have properly laid electrical wiring. Regular checks for stabilized power supply and proper earthing should be performed by all departments to avoid any hardware damage.

#### **E. Network Cable Connection**

While connecting the computer or peripheral to the network (10/100), 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 (NAT)**

File and print-sharing facilities on the computer over the network are to be installed only when it is required. When files are shared through the network, they should be protected with a password and also with read only access rule. For file sharing, we have provided the facility of NAT to faculty which they can use through their laptop or desktop connected to Lan just by typing `\\ns1` on **run** command, and then when it prompts for user name, faculty should write **bimt\username** (respective username created & given by IT to user on joining) and then password (Given by IT Department, when user created). Faculty can add, delete, and modify the data in their respective file store for sharing.

The students shall use the data shared by faculty using <http://www.Bimtech.ac.in> then the menu option **About Bimtech** then **Life@bimtech** then **Student Corner** then **Link to Nat**. Students shall be asked for a username & password for which they have to get the password from the IT Department.

#### **G. Noncompliance**

BIMTECH faculty, staff, and students not complying with this computer hardware installation policy shall leave themselves and others at risk of network-related problems, which could result in damaged or lost files, and an inoperable computer resulting in loss of productivity. Such computer users shall be notified from time to time and shall be advised and given help to follow the correct steps.

## **H. Operating System and its Updating**

Single/personal users to make sure that respective computer systems install an updated operating system with respective service packs/patches as the latest service packs/ patches help in fixing bugs and vulnerabilities in the system that were periodically detected by Microsoft. Free updates are available on the official website of the company. It shall be the user's responsibility to go for updates regularly, preferably once a week. The institute encourages the use of open-source software such as Linux, and Open Office wherever possible.

## **I. Antivirus Software and its Updating**

All Computer systems used in the Institute shall have anti-virus software installed, and it should be active at all times. The single/personal user of a computer system shall be responsible for keeping the computer system compliant with this virus protection policy. Individual users should make sure that respective computer systems have current virus protection software installed and maintained and it should be running correctly. The software subscription must be regularly renewed.

## **J. Backup of Data**

Users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible. At the time of installation, it is advised that the computer's hard disk be partitioned into two volumes typically **C** and **D**. and other software should be on the C drive and the user's data files on the D drive. In case of any virus problem, generally, only the C volume gets corrupted. In such an event formatting only one volume shall protect the data loss. However, it is not a fool proof solution. Apart from this, users should keep their valuable data on a suitable backup device such as Floppy, CD, or pen drive.

## **K. IT Centre Interface**

IT Centre upon finding a non-compliant computer affecting the network, shall notify the individual responsible through the respective head of department for the system and ask that it be brought into compliance. Such notification shall be done via email/telephone. The individual users shall follow up the notification to be certain that his/her computer gains necessary compliance. The IT Centre shall guide as needed for the individual to gain compliance.



#### **L. Open-Source Resource Usage**

The Institute has always followed the policy of providing IT services to its users strictly using authenticated methods. Hence all its servers are using different flavours of Microsoft Windows operating system like **Windows Server 2012\2008, Microsoft Windows10\ Windows 8.1\Windows 7**. IT center since its inception has promoted the usage of Windows in server rooms. IT Centre shall always provide technical support to other departments who are willing to use registered and authenticated software.

#### **M. Network and Information Security**

The campus-wide Network connectivity provided through the Institute, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private Network (VPN) connection shall be governed under the Institute IT Policy. The IT Centre shall be coordinating the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the Institute's network shall be reported to the IT Centre by departments. IT center shall rectify reported problems and ensure seamless network connectivity.

#### **N. Running Network Services on the Servers**

Individual departments/individuals connecting to the Institute network over the LAN may run server software, e.g., HTTP/Web server, SMTP server, FTP server, only after bringing it to the knowledge of the IT Centre in writing and after meeting the requirements of the Institute IT policy for running such services. Non-compliance with this policy shall be treated direct violation of the Institute IT policy. This shall result in the termination of their connection to the Network. IT Centre takes no responsibility for the content of machines connected to the Network, regardless of whether those machines are Institute or personal property. IT Centre shall 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.

Access to remote networks using the Institute's network connection must comply with all policies and rules of those networks. This applies to all networks to which the Institute Network connects. Institute network and computer resources are not to be used for personal commercial purposes. Network traffic shall be monitored for security and performance reasons at the IT Centre. 'Impersonation of an authorized user while connecting to the Network is in direct violation and shall result in the termination of the connection.

#### **O. IP Addressing Scheme**

IT Centre has already formulated an IP addressing scheme. In this addressing scheme, each UTD is allocated a pool of private IP addresses. IT center shall maintain a central DHCP server for dynamic IP address allocation for individual computers. Any computer in a UTD connected to the Institute network shall have an IP address only from an address pool assigned to that UTD.

#### **P. DHCP and Proxy Configuration by Individual Departments /Users**

Use of any computer at the 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 an absolute violation of the IP address allocation policy of the Institute.

Connecting wireless access point(s) at end-user locations and using multiple computers should not be permitted. Similarly, the configuration of proxy servers should also be avoided, as it may interfere with the service run by the IT center. Non-compliance to the IP address allocation policy shall result in disconnecting the port from which such computer is connected to the network. Connection shall be restored after receiving written assurance of compliance from the concerned department/user.

#### **Q. Dial-up /Broadband Connections**

End-user computer systems that are part of the Institute's campus-wide network, whether the Institute's property or personal property, should not be used for dial-up/broadband connections, as it violates the Institute's security by way of bypassing the firewalls and other network monitoring servers. Non-compliance with this policy may result in withdrawing the IP address allotted to that computer system. Departments already having broadband connections should inform the IT center about public/private IP addresses they are using and they must take utmost care to prevent any unauthorized access in the network.

#### **R. Wireless Local Area Networking**

The institute has a policy of controller-based campus-wide Wi-Fi network and further, it is to be extended within academic buildings. The campus Wi-Fi network is centrally managed by IT Centre. Each wireless access point as well as an end-user mobile device connected to the Wi-Fi network must be registered with the IT Centre including point of contact information. This policy applies to users of all UTDs and other sections of the Institute. Schools, departments, or divisions must not operate wireless local area networks with unrestricted access. Network access must be restricted either via authentication or MAC/IP address restrictions. Passwords and data must be encrypted.

## S. Internet Bandwidth obtained by Other Departments

Internet bandwidth obtained by any Program Centre, or department of the Institute under a research program/project should ideally be pooled with the Institute's Internet bandwidth, and be treated as the Institute's common resource. Under particular circumstances, that prevent any such pooling with the Institute's Internet bandwidth, such a network should be separated from the Institute's campus network. These networks should use separate IP addressing schemes and should take necessary network security measures following the Institute's IT policy. The network details which include network design and the IP address schemes may be submitted to the IT Centre. Non-compliance to this policy shall be a direct violation of the Institute's IT security policy.

## T. Procurement Policy (Desktop)

The desktop procurement is done using the following process: -

- After obtaining the Director's approval for starting the process, vendors are requested to quote in two separate sealed envelopes, one for a technical bid and the other for a commercial bid.
- The sealed envelopes for technical bids are only open in front of the IT committee which comprises HoD IT, selected IT faculty, and IT technical person.
- The IT committee negotiates the rates with the vendors and recommends the selected vendor for placement of the order.

After obtaining the Director's approval, an order is placed. The desktops are procured with a warranty cover of three years or more.

## U. Computer Lab Policy

We have two computer labs on the main campus with a capacity of 160 students at a time. Labs are used for SAP classes, OLT or online tests, faculty feedback, placement exams, printing, and scanning. The printer and Scanner are installed in Computer Lab-1. Students can get a printout after providing a print coupon which can be purchased from the accounts department on a Rs per page basis. Besides these, labs are also used for online placement exams, Skype, downloading software, PhD related works, and project making.

There are certain **rules** to be followed inside the labs. All students are requested to be in formal on weekdays. They are not allowed to play, chat on social sites, or shout. Eatables, drinks, and chewing gum are not allowed and if anyone is found breaking the rules, he or she shall be debarred from using the computer lab for one week. The lab opening time on weekdays is 8.15 AM and closing time is 8 PM whereas on Saturday and Sunday, labs are opened from 8 AM to 6 PM.

## V. Server Details

There are Four DELL servers in the Bimtech server room, running 24\*7\*365. These servers include **Ns1/Nat, Knowledge Management Portal, HRMS, TALLY, and Moodle**. They are the backbone of the Bimtech Computer network. The main server is known as "**NS1**" or name server (required for name resolution in computer terminology), others we have "**NAT**" (Faculty store their data for students to access online), One "OLT" mini server (Used for Online Test and Faculty Feedback) is installed in Examination department, One **X-206** server installed in Computer Lab is dedicated to monitoring and recording storage of **32 IP** security cameras installed in the campus. Apart from these servers, two **Acer** Desktops are being used as mini servers. One desktop mini server is for registering the Wi-Fi Mac Address of every user. The other mini server is for monitoring the **Radwin** Management console to check internet connectivity between Bimtech main campus and R.C.I hostel as bandwidth is shared through the **Radwin 2000** modem.

## W. Hostel policy

To cater to the needs of students in Computer labs as well as in Hostels, we have a dedicated team of **Six IT professionals**. In the hostels on campus, every student room is provided with an Ethernet port for high internet connectivity. For any internet-related issue, a student needs to register his or her complaint in the register specifically installed in Computer lab-1 for this purpose only. The timing of complaint troubleshooting in the girl's hostel is between 4 PM to 6 PM and for the boy's hostel, the time ends at 7 PM. The R.C.I hostel is fully Wi-Fi and for any complaint, students need to register that in the register of Computer Lab-1. The services of IT for students and faculty are 24\*7\*365.

No student is allowed to install a Wi-Fi Router in his/her allotted room without getting proper approval from the IT Department/DSW Office.

## X. Firewall Detail

A firewall is a protection mechanism that helps to keep a network secure by analyzing all data that gets sent to a network, and determining which data is secure to pass through. Dell Sonicwall NSA 3600 is installed in Bimtech to prevent access from and within unauthorized sites. Whenever a user wants to open a blocked site, he or she shall get a block page message with the email ID of IT, and if a user finds a site useful but blocked for some reason, he or she can send a mail to [it@bimtech.ac.in](mailto:it@bimtech.ac.in) so that after thorough checking, it shall get open for the user.

## Y. Email Account Use Policy

Bimtech IT department is authorized to use Google Apps Platform as a mail client and hence provide e-mail service for its faculty, staff, and Institute administrators with URL: <http://mail.bimtech.ac.in>. It is recommended to utilize this e-mail service for academic and official communication. Formal official notices to faculty and staff may also be circulated through this service. E-mail service shall facilitate fast delivery of messages and documents to campus and external user groups or individual users. The user shall contact the IT center for allotting an e-mail account and default password. The e-mail address should be kept active by using it regularly. Users using the e-mail facility shall have to abide following:

- Use of this facility for commercial or illegal purposes is a direct violation of the Institute's IT policy and may be subject to withdrawal of the facility. Illegal use includes but is not limited to, sending unlicensed and illegal software as attachments, unsolicited bulk e-mail messages, and generation of threatening, harassing, abusive, obscene, or fraudulent messages/images.
- Only 25 MB of data can be sent through mail. If required Google Drive may be used for bigger size files.
- Any mail or attachment that is from an unknown and suspicious source should be avoided, such messages may contain viruses that have the potential to damage the valuable information on your computer.
- It is the user's responsibility to keep a backup of the incoming and outgoing mail of their account. User should not share his/her email account and password with others, as the individual account holder is personally held accountable, in case of any misuse of that email account.
- Users should refrain from intercepting or trying to break into other's email accounts, as it is infringing the privacy of other users.
- Impersonating the email accounts of others shall be taken as a serious offense under the Institute IT security policy.
- Any Spam mail received by the user into INBOX should be forwarded to [it@bimtech.ac.in](mailto:it@bimtech.ac.in).

## Z. Guidelines for using Bimtech mail

The purpose of this email policy is to ensure the proper use of BIMTECH's email system and make users aware of what BIMTECH deems acceptable and unacceptable use of its email system. The Institute reserves the right to amend this policy at its discretion. In case of amendments, users shall be informed appropriately.

### Legal Risks

Email is a business communications tool and users are obliged to use this tool in a responsible, effective, and lawful manner. Although email seems to be less formal than other written communication, the same laws apply. Therefore, everyone must be aware of the legal risks of email:

If one sends or forwards emails with any libelous, defamatory, offensive, racist, or obscene remarks, the individual and the institute can be held liable.

If one unlawfully forwards confidential information, the individual and the institute can be held liable.

If one unlawfully forwards or copies messages without permission, the individual and the institute can be held liable for copyright infringement.

If one sends an attachment that contains a virus, the individual and the institute can be held liable.

By following the guidelines in this policy, one can minimize the legal risks involved in the use of email.

### Legal Requirements

The following rules are to be strictly adhered to. It is **prohibited** to:

- **Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an email of this nature, you must promptly notify your supervisor.**
- Forward a message with sensitive information without acquiring permission from the sender first.
- Send unsolicited email messages.
- Send email messages using another person's email account.
- Copy a message or attachment belonging to another user without permission of the originator.

### **Beware of viruses**

Since the installation, one's device is liable to be infected by viruses, it is strongly recommended that one should not click on any link or open any attachments of unsolicited or suspicious-looking emails. These messages could infect one's computer with a virus.

### **Beware of phishing**

Any email from a bank or any other institution expects to click on a link and update the details unless one should not fall prey to this.

One's private details can be obtained through Facebook, Linked In, and other social media websites, and unscrupulous individuals may pose to be known and ask for details. Instead of furnishing the details one can check by going to the institute website by typing in the URL in a web browser, or call the IT dept.

### **Best practices**

BIMTECH considers email as an important means of communication and recognizes the importance of proper email content in conveying a professional image. Users should take the same care in drafting an email as they would for any other communication. Therefore, the institute wishes users to adhere to the following email guidelines:

#### **Writing emails**

Write well-structured emails and use short, descriptive subjects. BIMTECH's email style is informal. This means that sentences can be short and to the point. You can start your email with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smileys, however, is not encouraged.

Signatures must include your name, job title, and institute name. A disclaimer shall be added underneath your signature (see Disclaimer below)

- ✓ Users must spell-check all emails before transmission.
- ✓ Do not send unnecessary attachments. Compress attachments larger than 24 MB before sending them.

- ✓ If you need to send files of over 25 MB, do not send these via email; contact your Administrator to find alternate methods for sending the files.
- ✓ Do not write emails in capitals.
- ✓ Do not use cc: or bcc: fields to send a mailing to multiple recipients. Instead, use institute-designated mail merge software.
- ✓ Only send emails in which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
- ✓ Only mark emails as important if they are important.

### **Newsgroups**

Users need to request permission from their supervisor before subscribing to a newsletter or newsgroup.

### **Maintenance**

Delete any email messages that you do not need to have a copy of, and set your email client to automatically empty your 'deleted items' on closing.

#### **Personal Use**

Although the institute's email system is meant for business use, BIMTECH allows limited personal usage if it is reasonable and does not interfere with work. However, the sending of chain letters, junk mail, jokes, and executables is prohibited. All messages distributed via the institute's email system are institute property.

### **Confidential information**

Do not send any confidential information via email. If you need to send confidential information, check with your supervisor for safe methods.

### **PASSWORDS**

Use a combination of words, numbers, and special characters for passwords. All passwords must be made known to the institute. The use of passwords to gain access to the computer system or to secure specific files does not provide users with an expectation of privacy in the respective system or document.



## **ENCRYPTION**

Users may not encrypt any emails without obtaining written permission from their supervisor. If approved, the encryption key(s) must be made known to the institute.

## **EMAIL RETENTION**

For email retention guidelines, refer to the institute's email retention policy.

## **Email accounts**

All email accounts maintained on our email systems are the property of the institute. Passwords should not be given to other people and should be changed once a month. Email accounts not used for 60 days shall be deactivated and possibly deleted.

## **System Monitoring**

Users expressly waive any right of privacy in anything they create, store, send, or receive on the institute's computer system. The institute can, but is not obliged to, monitor emails without prior notification. If there is evidence that you are not adhering to the guidelines set out in this policy, the institute reserves the right to take disciplinary action, including termination and/or legal action.

## **Disclaimer**

The following disclaimer shall be added to each outgoing email:

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the institute. Finally, the recipient should check this email and any attachments for the presence of viruses. The institute accepts no liability for any damage caused by any virus transmitted by this email.'

### Questions

In case one has any questions or comments about this Email Policy, he may contact the IT dept. else it is assumed that one has to understand the rules and guidelines in this Email Policy and agree to adhere to them.

### DECLARATION

I have read, understand, and acknowledge receipt of the Email Policy. I shall comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### AA. Software Asset Management

The Institute promotes the policy of using licensed software on its network. All purchased computers use licensed operating systems and tools. The software purchase is done at the centralized or departmental level. Any software shall be purchased either with perpetual licenses or on an annual subscription basis. The old software must be upgraded with a higher version for enhanced features or better performance. The subscription renewal or version gradation of the software shall be done at the department level or through the IT Centre whichever is applicable. IT Centre shall normally use enterprise-level operating system and UTM and antivirus software. The subscription for software needs to be renewed on an annual basis. IT center shall centrally manage the renewal of such subscriptions,

### BB. Green Computing

The institute commits to maintaining and improving the "Green Ethos" on the campus. It is a continuing process of review and exploration of improving technologies and practices.

Our core green computing policy objectives are to:

- Benefit the environment by conserving resources
- Reduce e-waste
- Reduce costs through efficiencies and staff awareness
- Promote the purchase of IT infrastructure from the green certified suppliers
- Improve stakeholder awareness of "Green IT Issues"

These Objectives shall be achieved through the following guidelines and actions:

- Look at power consumption and reduction in power consumption when upgrading IT hardware.
- Investigate carbon offset programs to offset IT carbon emissions.
- Promote the policy of using the server virtualization concept.
- A compulsory manufacturer takes back policy, taking into consideration the use of Hazardous Substances in Electrical and Electronic Equipment. This requires IT manufacturers to take back old IT hardware when new hardware is purchased or upgraded.
- Promote Star Energy jEPEAT, jTCO energy efficient rating system in purchase of IT and electronic goods. This shall allow IT professionals to compare the energy consumption of IT products and make the best choice in terms of reducing energy use and costs.

#### **CC. IT Operations for Students**

The IT department creates emails of new students after getting an approved list from Office Administration. The email consists of (first name. Last name plus year of passing@bimtechmail). For example [abc.efg18@bimtech.ac.in](mailto:abc.efg18@bimtech.ac.in). The password given by the IT department for all the users remains the same for the first login then the student can change the password. If a student forgets his or her password or needs to change the respective name then they can meet the IT person in a computer lab with their I-Cards. The emails are distributed at the same time when students get their laptops.

#### **DD. IT Operations for Faculty & Staff:**

The emails for faculty and staff persons are given only after receiving confirmation mail from the HR Department. The email ID of faculty and staff consists of first names. Lastname@bimtechmail, a year is not included. For example [ABC.EFG@bimtech.ac.in](mailto:ABC.EFG@bimtech.ac.in). Faculty shall get space on the NAT server where they can connect within the campus, giving user ID and password provided by the IT department, which is already discussed in file and print sharing facilities.

#### **EE. Policy for Employees: leaving Bimtech.**

If a faculty or Staff person leaves Bimtech, they also need to get a **No Dues Certificate** signed by the IT department. They have to take back-up of their respective data with or without the help of the IT person before leaving otherwise IT is not liable for any loss related to their data. Their data can be on a Desktop or laptop or through official mail. After receiving mail confirmation from the HR department, the email ID of the employee leaving shall be deleted.

