IT POLICY

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Sl. No.	Particulars	Description
1	Policy Number	U-97/SVSU/2014/4486
2	Policy Structure	The policy governs the ERP Unit, Web Unit, Hardware and Networking unit
3	Scope of the Policy	Centralized IT Department develops and supports Employee Information Management System, Students Information Management System, Financial Information Management System, Examination Management System, Project Information Monitoring System, Accommodation Information Management System, Hospital Information System and other such activities according to the need of University Other roles are Information Technology Security, and Emergency Management of Information Technology.
4	Policy Status	Original
5	Originated By	Vice-Chancellor's Office
6	Reviewed By	Director, Internal Quality Assurance Cell (IQAC), Swami Vivekanand Subharti University, Meerut
7	Effective Date of Policy	30.05.2014
8	Approving Authority	The Academic and Executive Council, Swami Vivekanand Subharti University, Meerut
9	Amendment Number	U-97/SVSU/2017/1531 U-07/SVSU/2020/2445
10	Effective Date of Amended Policy	02/05/2017 09/03/2020

The Hon'ble Vice Chancellor approved the establishment of Subharti Software Development Cell (SSDC) vide order no. U-97/SVSU/2014/4486 dated May 30, 2014 and it reiterates that The Cell will have two units; Website Development (and up gradation) Unit (Web Unit) and ERP Development (and maintenance) Unit (ERP Unit). The ERP unit will again have two sections; one for the Distance Education and another for the University. The total configuration of the Cell is given in a chart form in the enclosure. The chart also shows various posts governing the cell

Various officers and workers will be as detailed below in order of hierarchy at present:-

1.	**Chairman**	:	**Hon'ble Vice Chancellor** or his nominee.
2.	**Director (Website)**	:	To be nominated by Hon'ble Vice-Chancellor for a period of one year at one time. Dr. (Col.) N.K. Ahuja
3.	**Director (ERP)**	:	To be nominated by Hon'ble Vice Chancellor for a period of one year at one time. Presently **Dr. Jayant Shekhar**
4.	**Assistant Director (Website)**	:	To be nominated by the Hon'ble Vice Chancellor for a period of one year at one time/or any one can be employed on full time salary basis.
5.	**Assistant Director (ERP)**	:	To be nominated by the Hon'ble Vice Chancellor for a period of one year at one time/or any one can be employed on full time salary basis.
6.	**Web Unit:**	:	A Web Coordinator of the University will be appointed to coordinate with the various colleges and the main web Designer; Mr. Zafar Hussain (proposed)
			Also there will be a website Incharge of each college who will coordinate with the web coordinator for updates of each College required in the main University website and maintain the college website with the help of the university website unit.
			[The Website Incharge to work under the direction of their respective Principals and Guidance of Director (Website)]

			a) Web Developer : Mr. Danish b) Assistant Web Developer : c) Trainee Web Developer d) Content Writer : Mr. Abhinav
7.	**ERP Unit:** (UNIVERSITY)		a) Unit Head : Mr. Veenu Bhatnagar b) Senior Software Developer : Mr. Abhishek (SVSU) c) Software Developer : - d) Assistant Software Developer:- e) Trainee Software Developer: Mr. Jayant Singh f) System Administrator : NIL g) Data-base Administrator : NIL
8.	**ERP Cum Website Unit:** (DDE)		In coordination with Director DDE the unit head of the University ERP will keep a check or the ERP unit of DDE also a) Software Developer : Mr. Amit Kumar b) Assistant Software Developer : - c) Trainee Software Developer : -

In coming years it was felt that first order was not the policy document but order to detail personnel and IT organogram informing chain of command. University needed a more practical and IT guidelines. Vide order no. U-97/SVSU/2017/1531 dated 02nd May 2017 a document issued as amended modifications in ERP and modifications were:

1. There must be training and orientation session on each last Saturday of every month between 2:00 P.M.to 4:00 P.M. and the same is mandatory for all clerks to attend. It will be open for all officers too, who all are using ERM system, and they may also attend it.

2. Each ERP login must have validation with defined authority to use. Each college should have a set of Login and password as per number of students. All HOI must define authority and validation to all their users and do send list of required LOGINS to Hon'ble Vice Chancellor' office also.

3. Login and logout will be the sole responsibility of concerned user only. They are responsible to use their login by themselves. All users must logout the ERP before leaving his/her work station and/or when ERP is not in use. If any other user/staff makes misuses the ID of any other person because of leaving ERP logged it or sharing of password, then logged in user shall be made responsible for the same.

4. Data once entered, if modified later by any of the reason, their color must be changed in some other color so that the changes made should be identified.

5. Total number of Seats and admission must be validated. Any admission with less than 50% fee submitted shall be treated as provisional. Such admissions should have a column of remark with the amount admitted. Provisional admissions must have validity of 15 days only or two weeks before the last date of admission whichever is earlier, to complete all formalities by the student(s). However before final cancellation the student may be given a call to come and complete the formalities.

6. If any admission made and transferred further from one course/institute to other course/institute as per the laid down norms of University, that should not be cancelled at institute level but the same should be marked transferred and all required action must also be completed on ERP including transfer of their registration charges from earlier to the current course/institute. In case of withdrawal the admission may be cancelled after following the University norms.

7. Remarks concerning the status of students must be updated in the remarks column, on regular basis, such that it is possible to know the students exact status like-not attending, absent, suspended, rusticated, detained etc. accordingly appropriate remark may be put in the remarks column. This will help to know the exact status of the students in every college at a glance.

8. A column of category should be made. SC I ST I OBC I General - categories must be mentioned into the main record sheet of student into ERP.

9. There needs to be added a column of scholarship - in which it will be mentioned (ONLY) if the student has applied for any scholarship. It will have drop down options - Samaj Kalyan Scholarship, SVSU Scholarship, NGO Scholarship etc.

However in year 2020, final policy was approved vide office order no. U-07/SVSU/2020/2445 dated 09-03-2020, superseding all the earlier IT policies. This policy has most of the flow charts clearly depicting, the flow of the information on IT modules. The policy reiterates as :

ESTABLISHMENT

Subharti Infotech was established on 16 Oct 2014 with a vision of in-house and centralized IT Department for instant support and personalized software according to the need of University.

A. Components

Subharti Infotech is divided into three departments:

(i)   ERP Unit
(ii)   Web Unit
(iii)   Hardware and networking Unit

(i)   ERP Unit:

ERP System (e-governance) of the University includes following seven categories:

i).   Employee Information Management System (EIMS)
ii).   Students Information Management System (SIMS)
iii).   Financial Information Management System (FIMS)
iv).   Examination Management System (EMS)
v).   Project Information Monitoring System (PIMS)
vi).   Accommodation Information Management System (AIMS)
vii).   Hospital Information System (HIS)

All the above modules were developed by in-house software development team. Implementation and training regarding the software is done by System Analyst. Maintenance and modification of these modules is done by software developer as per requirement.

(ii)   Web Unit

All content on the college website is to be accurate, appropriate and current. This will be the responsibility of college website coordinator. The content of the website is to be reviewed by website developer. The Chief

Technical Officer (CTO) is authorized to make changes to the institution website after obtaining due permission from the higher authorities. Basic branding guidelines must be followed on websites to ensure a consistent and cohesive image for the institution. All data collected from the website is to be adhered to the Privacy Act.

i). Additional Policies for Website Policy Guidance:
ii). Add, link or remove the policies listed below as required.
iii). Information Technology Security Policy.
iv). Emergency Management of Information Technology policy.

The following record should be maintained:

i). List of domain names registered to the institution
ii). Dates of renewal for domain names
iii). List of hosting service providers
iv). Expiry dates of hosting

(iii) Hardware and Network Policy

Total band width of University is 1.5 GBPS out of which 500 mbps is provided by Airtel and1gbps Internet connectivity under NKN Network of MHRD (NME-ICT) via BSNL. At present, the university has about 2500 network connections. Network Unit is also running Firewall security, Proxy, DHCP, DNS, email, web and application servers and managing the network of the university.

Internet is managed through firewall and divided into following groups:-

i). Students: UG, PG, Research
ii). Employees
iii). Faculty
iv). Administrative Staff (Non-Technical/ Technical)
v). Higher Authorities and Officers
vi). Guests

All the devices and hardware is purchased by the Central Purchase Department. The installation, maintenance and repairing of hardware is done by IT Department. If any of the devices is found to be non-reparable or dead, then it is discarded by the Condemnation Department after checking the warranty which is maintained by Central Store Department.

B.   Antivirus software And its updating

    i.   Computer systems used in the University should have anti-virus software installed, and it should be active at all times. The primary user of a computer system is responsible for keeping the computer system compliant with this virus protection policy.

   ii.   Individual users should make sure that respective computer system have current virus protection software installed and maintained.

 iii.   He/she should make sure that the software is running correctly. It may be noted that any antivirus software that is running on a computer, which is not up dated or not renewed after its warranty period, is of practically no use. If these responsibilities appear be yond the end user's technical skills, the end-user is responsible for seeking assistance from any service-providing agency.
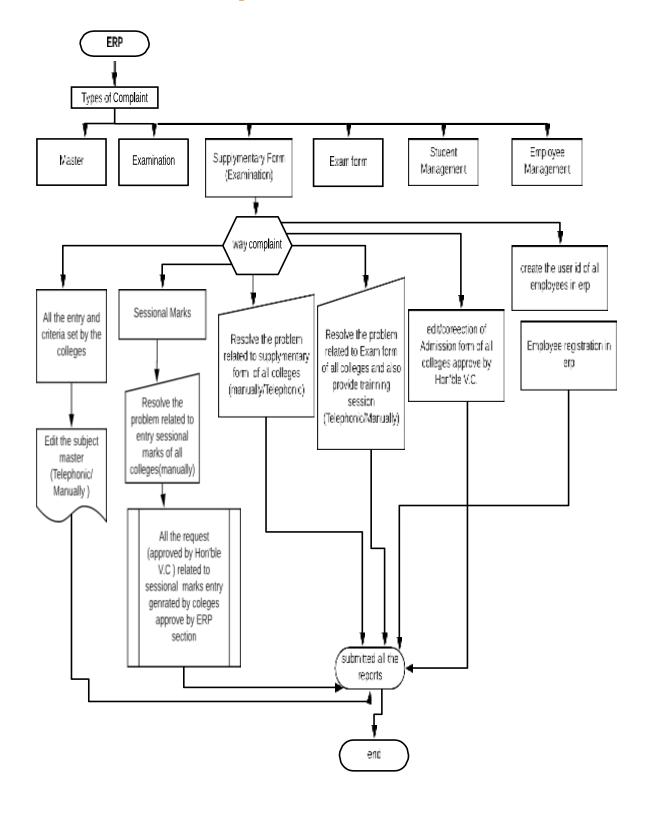
C.   Backups of Data

Individual users should perform regular backups of their vital data. Virus infection soft destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible. Preferably, at the time of OS installation itself, one can have the computer's hard disk partitioned into two volumes typically C and D. OS and other software should be on C drive and user's data files on the D drive. In case of any virus problem, generally only C volume gets corrupted. In such an event formatting only one volume, will protect the data loss. However, it is not fool proof solution. A part from this, users should keep their valuable data either on Floppy, or C D or other storage devices such as pen drives.

D. Process Of Handling Complaints:

(i) ERP: Examination Complaint Process

ii.   Hardware and Network Complaint Process:

Hardware Repairing

i). Web Complaint Process:

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                    ( Web Dept. )
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                ┌─────────────────┐
                │ Type of Complaint│
                └─────────────────┘
                   │            │
                   ▼            ▼
          ┌──────────────┐  ┌──────────────┐
          │ University   │  │  WebPortal   │
          │ Website      │  │              │
          └──────────────┘  └──────────────┘
                   │            │
                   ▼            ▼
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University Website	WebPortal
All the changes regarding website forward to the web co-ordinator(by email)	Fee portal, wifi portal, CCTV portal, Online feedback portal
Web Co-ordinator forward the mail to IT Dept.	All the portal manage by clerk
All the changes uploaded to the website	All the changes regarding webportal forward to the web co-ordinator(by email)
Inform the colleges to check the modification	All the changes uploaded to the web portal

(End)