

IT POLICY



SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

*(A Central University established by an Act of Parliament)
Ministry of Education, Govt. of India*

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B-4, Qutub Institutional Area, New Delhi-110016

IT Policies & Guidelines

(Release: August 2023 Version 1.0)



Prepared by:-

Special Technical Committee,
SLBSNSU, New Delhi

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1.	Dr. T.N.Giri	Controller of Examination	Chairman
2.	Prof. A.K. Mohapatra	Professor(IT)	External Member
3.	Shri Naveen Bhatia	System Analyst & Programmer (SA/P)	External Member
4.	Dr. Adesh Kumar	Associate Professor(CS)	Member
5.	Sh. Ramakant Upadhyaya	Executive Engineer	Member
6.	Shri Banwari Lal Verma	System Administrator	Member
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Introduction of Computer Centre:

The UGC approved the Computer Centre for the University in December 2005. The University established a well-equipped Computer Centre in June 2006 and the centre become functional in January 2007.

The Computer Centre provides quality service to the University community in computing facilities, learning, teaching, training, Research, e-mailing, website hosting, Development, Management, etc., as well as the core IT systems, tools, and services that keep the University running day-to-day. It helps researchers to get their valuable data analyzed, extends Internet facilities in the University, enables access to World Wide Web, and provides laboratory facilities to the students of various courses. The centre caters to the needs of the students, faculty, and staff members of the University. Thus the University needs to implement its IT Policy to manage & maintain the services of the ICT/IT.

Requirement for IT Policy:

- IT policy exists to maintain, secure, and ensure the legal and appropriate use of Information technology infrastructure established by the University on the campus.
- This policy establishes University-wide strategies and responsibilities for protecting the Confidentiality, Integrity, and availability of the information assets that are accessed, created, managed, and/or controlled by the University
- Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information.

Undoubtedly, Intranet & Internet services have become the most important resources in educational institutions & research organizations. Realizing the importance of these services, SLBSNSU took the initiative way back in 2006 and established a basic network infrastructure in the academic complex of the university.

Over the last ten years, not only active users of the network facilities have increased many folds but also the web-based applications have increased. This is a welcome change in the university's academic environment. Now, the university has network connections covering more than fourteen buildings across the campus.

The computer center has been given the responsibility of running the university's intranet & Internet services. Computer Centre is running the Firewall security, Proxy, DHCP, DNS, email, web, and application servers and manages the network of the university.

SLBSNSU is getting its Internet bandwidth from MTNL under the project of NKN, MoE, and Govt of India. Total bandwidth availability from the MTNL source is 1 Gbps (leased line) and may be increased up to 10 Gbps in the future.

While educational institutions are providing access to the Internet to their faculty, students, and staff, they face certain constraints:

• Limited Internet bandwidth.

• Limited infrastructure like computers, computer laboratories,

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- Limited financial resources in which faculty, students, and staff should be provided with the network facilities and
- Limited technical manpower, needed for network management.

On one hand, resources are not easily available for expansion to accommodate the continuous rise in Internet needs, on the other hand uncontrolled, uninterrupted, and free web access can give rise to activities that are related to Teaching/learning processes or governance of the University.

At the outset, we need to recognize the problems related to uncontrolled surfing by users:

- Prolonged or intermittent surfing, affects the quality of work.
- Heavy downloads lead to the choking of available bandwidth.
- Exposure to legal liability and cases of sexual harassment due to harmful and embarrassing content.
- Confidential information is being made public.

With the extensive use of the Internet, network performance suffers in many ways: When compared to the speed of a Local Area Network (LAN), Internet traffic over the Wide Area Network (WAN) is a potential bottleneck.

When users are given free access to the Internet, non-critical downloads may clog the traffic, resulting in poor Quality of Service (QoS) and affecting critical users and applications. When computer systems are networked, viruses that get into the LAN, through Intranet/Internet, spread rapidly to all other computers on the net, exploiting the vulnerabilities of the operating systems.

Too many concurrent users who are on the high-speed LANs trying to access Internet resources through a limited bandwidth, definitely create stress on the Internet bandwidth available. Every download adds to the traffic on the Internet. This adds to costs and after a point, brings down the Quality of Service. Reducing Internet traffic is the answer.

Computer viruses attach themselves to files, spread quickly when files are sent to others, and are difficult to eradicate. Some can damage the files as well as reformat the hard drive, causing extensive loss to the enterprise. Others simply attach themselves to files and replicate themselves, taking up network space and slowing down the network.

Containing a virus, once it spreads through the network is not an easy job to manage. Plenty of man-hours and possibly data are lost in making the network safe, once more. So preventing it at the earliest is crucial.

Hence, to secure the network, Computer Centre has been taking appropriate steps by installing firewalls, access controlling, and installing virus checking and content filtering software at the gateway.

However, in the absence of clearly defined IT policies, it is extremely difficult to convince users about the steps that are taken for managing the network. Users tend to feel that such restrictions are unwarranted, unjustified, and infringe on the freedom of users.

Without strong management policies, IT security measures will not be effective and not necessarily align with management objectives and desires. Hence, policies and guidelines form

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the foundation of the Institution's security program. Effective policies are a sign of due diligence; often necessary in the event of an IT audit or litigation.

Policies also serve as blueprints that help the institution implement security measures. An effective security policy is as necessary to a good information security program as a solid foundation for the building.

Hence, SLBSNS University also is proposing to have its own IT Policy that works as guidelines for using the university's computing facilities including computer hardware, software, email, information resources, intranet, and Internet access facilities, collectively called "Information system".

Stake Holders:

- Students: Self-Financing, UG, PG, Research Programmes.
- Employees: Permanent/ Temporary/ Contractual staff.
- Administrative Staff: Non-Technical / Technical)
- Higher Authorities and Officers.
- Visitors/ Guest.

Services & Resources:

- Network Devices wired/ wireless.
- Intranet & Internet Access.
- University Websites & web applications.
- University official Email services.
- Data Storage.
- Mobile/ Desktop / Server/ Switch computing facility.
- Documentation facility (Printers/Scanners).
- Multimedia Studios for the Creation of eLearning materials



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POLICY: ICT HARDWARE INSTALLATION

The user needs to observe certain precautions while getting their computers or peripherals installed in their section/ department, and he/she may face minimum inconvenience due to interruption of services and hardware failures.

❖ **Primary User:**

An individual in whose room the computer is installed and is primarily used by him/her is considered to be a "primary" user. If a computer has multiple users, none of them are considered the "primary" user, the department Head should make an arrangement and make a person responsible for compliance.

❖ **End User Computer Systems:**

Apart from the client PCs used by the users, the university will consider servers directly administered by COMPUTER CENTRE, as end-user computers. If no primary user can be identified, the department must assume the responsibilities identified for end-users. Computer systems, if any, that are acting as servers that provide services to other users on the Intranet/Internet though registered with the COMPUTER CENTRE, are still considered under this policy as "end-users" computers.

❖ **Warranty & Annual Maintenance Contract:**

Computers purchased by the University should preferably be with a 3-year on-site comprehensive warranty. After the expiry of the warranty, computers should be under an annual maintenance contract.

❖ **Computers & Peripherals:**

All the computers and peripherals should be connected to the electrical points connected with centralized UPS.

❖ **Active Directory:**

Active Directory is a directory service developed by Microsoft for Windows domain networks. Windows Server operating systems include it as a set of processes and services. Originally, only centralized domain management used Active Directory. Active Directory is an important part of IT infrastructure. It can be used to manage devices, users, domains, and objects within a network. Organizations use Active Directory for its seamless identity and access management capabilities.

❖ **Network Cable Connection:**

While connecting the computer to the network, 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.

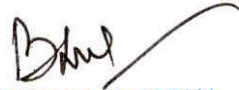
❖ **Shifting the Computer from One Location to another**

The computer system may be moved from one location to another with a prior written intimation to the Computer Centre for maintaining a record of computer identification.

❖ **Maintenance of Computer Systems:**

The Computer Centre will attend to the complaints related to any maintenance through the IT Helpdesk/ Intercom/ Email for the centrally purchased ICT Equipments of the University.

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POLICY: DATA BACKUP, SOFTWARE INSTALLATION & LICENSING

Any computer purchased by the University should make sure that such computer systems have all licensed software. Respecting the anti-piracy laws of the country, the University IT policy does not allow any pirated/unauthorized software installation on the University-owned computers and the computers connected to the university campus network. In case of any such instances, the university will hold the department/individual personally responsible for any pirated software installed on the computers located on the University campus and their department/individual's rooms.

❖ Operating System:

- Individual users should make sure that their respective computer systems have updated OS. This is particularly important for all MS Windows-based computers (both PCs and Servers). Checking for updates and updating the OS should be performed at least once a week or so.
- University as a policy encourages the user community to go for open source software such as Linux, and Open Office to be used on their systems wherever possible.
- Any MS Windows OS-based computer that is connected to the network should access <http://windowsupdate.microsoft.com> website for free updates. Such updating should be done at least once a week. Even if the systems are configured for automatic updates, it is the users' responsibility to make sure that the updates are being done properly.

❖ Antivirus Software:

Computer systems used in the university should have anti-virus software installed, and they 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.

Individual users should make sure that respective computer systems have current virus protection software installed and through updated patches.

❖ Firewall Policy:

Computer systems used in the university should have firewall network security system with UTM deployed which protects the University network system from known and unknown attacks. End-to-end security across the full attack cycle. Top-rated security validated by third parties.

Unified threat management (UTM) refers to when multiple security features or services are combined into a single device within your network. Using UTM, your network's users are protected with several different features, including antivirus, content filtering, email and web filtering, anti-spam, and more.

❖ Data Backup:

Individual 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. The users must store all data on the Home profile shared by the domain server.

However, it is not a foolproof solution. Apart from this, users should keep their valuable data either on CDs or any other storage devices.



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POLICY: NETWORK (INTRANET & INTERNET)

Network connectivity provided through the University, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private Network (VPN) connection is governed under the University IT Policy. The Communication & Information Services of the University, the Computer Centre is responsible for the ongoing maintenance and support of the Network, exclusive of local applications.

Any related problems with the network should be reported to the IT Head, Computer Centre of the University immediately.

❖ IP Address Allocation:

Any computer (PC/Server) that will be connected to the university network should have an IP address assigned by the Computer Centre. Further, each network port in the room from where that computer will be connected will have a binding internally with the IP address so that no other person uses that IP address unauthorizedly from any other location.

As and when a new computer is installed in any location, the concerned user can download the application form available for IP address allocation and fill it up and get the IP address from the Computer Centre.

❖ DHCP and Proxy Configuration:

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 university. Similarly, the configuration of proxy servers should also be avoided, as it may interfere with the service run by Computer Centre.

❖ Wireless /Local Area Networks:

This policy applies to the Schools, departments, or division's wireless & local area networks.

Schools, departments, or sections must not operate wireless/ local area networks with unrestricted access. Network access must be restricted either via authentication or MAC Binding/IP address restrictions. Passwords and data must be encrypted.

❖ Internet Bandwidth

Internet bandwidth acquired by any Section, or department of the university under any research program/ project should ideally be pooled with the university's Internet bandwidth, and be treated as the university's common resource. The management bandwidth is as per the requirement.

Under particular circumstances, which prevent any such pooling with the university's Internet bandwidth, such a network should be separated from the university's campus network. All the computer systems using that network should have separate IP address schemes (private as well as public) and the university gateway should not be specified as an alternative gateway. Such networks should be adequately equipped with necessary network security measures as laid down by the university IT policy.

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- All the internal network cabling should be as of the date of CAT 6 UTP.
- UTP cabling should follow structured cabling standards. No loose and dangling UTP cables be drawn to connect to the network.
- UTP cables should be properly terminated at both ends following the structured cabling standards.
- Only managed switches should be used. Such management module should be web enabled. Using unmanaged switches is prohibited under the university's IT policy. Managed switches give the facility of managing them through the web so that the Computer Centre can monitor the health of these switches from their location. However, the hardware maintenance of so expanded network segment will be solely the responsibility of the department/individual member. In case of any network problem created by any computer in such network, if the offending computer system is not locatable because it is behind an unmanaged hub/switch, the network connection to that hub/switch will be disconnected, till compliance is met by the user/department.
- As managed switches require IP address allocation, the same can be obtained from Computer Centre on request.

POLICY: EMAIL ACCOUNT USAGE

To increase the 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 academic & other official purposes. E-mail for formal communications will facilitate the delivery of messages and documents to campus and extended communities or to distinct user groups and individuals. Formal University communications are official notices from the University to faculty, staff, and students. These communications may include administrative content, such as human resources information, policy messages, general University messages, official announcements, etc. To receive these notices, the e-mail address must be kept active by using it regularly. Staff and faculty may use the email facility by logging on to <http://mail.slbsrsv.ac.in> with their User ID and password. For obtaining the university's email account, the user may contact Computer Centre for the email account and default password by applying in a prescribed proforma.

Users may be aware that by using the email facility, the users are agreeing to abide by the following policies:

1. The facility should be used primarily for academic & official purposes and to a limited extent for personal purposes.
2. Using the facility for illegal/commercial purposes is a direct violation of the university's IT policy and may entail the withdrawal of the facility. The illegal use includes but is not limited to, the unlicensed and illegal copying or distribution of software, sending of unsolicited bulk e-mail messages, and the generation of threatening, harassing, abusive, obscene, or fraudulent messages/images.
3. Users should not open any mail or attachment that is received from unknown and suspicious sources. Even if it is from a known source, and if it contains any attachment that is suspicious or looks dubious, the user should get confirmation from the sender about its authenticity before opening it. This is very much essential from the point of security of the user's computer; as such messages may contain viruses that have the potential to damage the valuable information on your computer.

4. User should not share his/her email account with others, as the individual account holder is personally held accountable, in case of any misuse of that email account.

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5. Users should refrain from intercepting or trying to break into other's email accounts, as it is infringing the privacy of other users.
6. While using the computers that are shared by other users as well, any email account that was accidentally left open by another user should be promptly closed without peeping into its contents, by the user who has occupied that computer for its use.
7. Impersonating the email account of others will be taken as a serious offense under the university IT security policy.
8. Any mail wrongly stamped as SPAM mail should be forwarded to wrongspam@mail.slbsrsv.ac.in

The above laid down policies particularly 1 to 8 are broadly applicable even to the email services that are provided by other sources such as Hotmail.com, Yahoo.com, etc., as long as they are being used from the university's campus network, or by used the resources provided by the university to the individual for official use even from outside.

❖ **Email & Email ID retention policy:**

An email/id retention policy is a University policy that defines how long email id and their messages should be retained before they are permanently deleted by the stack holder and these policies largely depend on specific government regulations.

The stack holders can retain the email id's as follows:

- | | | |
|-------------------------|---|--|
| 1. Students | – | 3 month after the completion of programme. |
| 2. Employee | – | 6 month in case of resignation. |
| 3. Pensioner | – | Upto the employee demise. |
| 4. Contractual Employee | – | Upto the validity of their service contract. |

POLICY: WEBSITE HOSTING

Official Website & Web Pages

Sections, departments, Cells, and centers may have pages on SLBSNSU's official Web page. Official Web pages must conform to the University Web Site Creation Guidelines for Web site hosting. The department/ section is responsible for frequently checking & updating the information as and when required of the concerned section/ department data & profile regularly.

Policies for Maintaining Web Pages

- Pages must relate to the University's mission & vision.
- The website should be certified with the GIGW guideline.
- Must be audited by STQC/ STQC impaneled vendor for any vulnerabilities.
- The website and Pages must be user-friendly and easily accessible.
- Content creators must ensure the correctness of the content.
- The website should support a screen reader and tab-based navigation.

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POLICY: CYBER INCIDENT MANAGEMENT

As cybersecurity threats continue to grow in volume and sophistication, organizations are adopting practices that allow them to rapidly identify, respond to, and mitigate cyber incidents while becoming more resilient and protecting against future incidents.

The incident management process typically starts with an alert that an incident has occurred and engagement of the incident response team. From there, incident responders will investigate and analyze the incident to determine its scope, assess damages, and develop a plan for mitigation. The cyber incident issue may be dealt as per the i-CERT, Govt. of India accordingly.

POLICY: UNIVERSITY DATABASE (OF e-GOVERNANCE) USE

This Policy relates to the databases maintained by the university administration under the university's governance. Data is a vital University resource for providing useful information. Its use must be protected even when the data may not be confidential. University initiated the process of implementation of Samarth eGov Suite Project, IIC Delhi University, sponsored by the Ministry of Education.

SLBSNSU has its policies regarding the creation of databases and access to information and a more generic policy on data access. Combined, these policies outline the university's approach to both the access and use of the university resource. University user can share the data in centralized manner through intranet drive based concept, within the domain.

If the matter involves illegal action, law enforcement agencies may become involved.

RESPONSIBILITIES OF COMPUTER CENTRE

❖ Campus Network Backbone Operations:

1. The campus network backbone and its active components are administered, maintained, and controlled by Computer Centre.
2. Computer Centre operates the campus network backbone such that service levels are maintained as required by the University Sections, departments, and sections served by the campus network backbone, within the constraints of operational best practices.

❖ Physical Demarcation of Campus Buildings' Network:

1. Physical connectivity of campus buildings already connected to the campus network backbone is the responsibility of the Computer Centre.
2. Physical demarcation of newly constructed buildings to the "backbone" is the responsibility of the Computer Centre. It essentially means that exactly at which location the fiber optic-based backbone terminates in the buildings, will be decided by the Computer Centre.
3. Computer Centre will consult with the client(s) to ensure that end-user requirements are being met while protecting the integrity of the campus network backbone.
4. It is not the policy of the University to actively monitor Internet activity on the network, it is sometimes necessary to examine such activity when a problem has occurred or when optimizing traffic on the University's Internet links.

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बी-4, कुतुब संस्थान, नई दिल्ली-110016
B-4, Qutub Institutional Area, New Delhi-110016

[Signature]
BANWARI LAL VERMA
System Administrator
Shri Lal Bahadur Shastri
National Sanskrit University
(Central University)
New Delhi-110016

Major network expansion is also the responsibility of the Computer Centre. Every 3 to 5 years, Computer Centre reviews the existing networking facilities, and the need for possible expansion. Network expansion will be carried out by COMPUTER CENTRE when the university makes the necessary funds available.

❖ **Wireless Local Area Networks:**

1. Computer Centre is authorized to consider the applications of Sections, departments, or sections for the use of radio spectrum from the Computer Centre before the implementation of wireless local area networks.
2. Computer Centre is authorized to restrict network access to the Sections, departments, or sections through wireless local area networks either via authentication or MAC/IP address restrictions.

❖ **Providing Net Access IDs:**

Computer Centre provides Net Access IDs and email accounts to the individual users to enable them to use the campus-wide network and email facilities provided by the university upon receiving the requests from the individuals, on the prescribed proforma.

❖ **Network Operation & Management**

Computer Centre is responsible for the operation of a centralized Network Operation Control Center. The campus network and Internet facilities are available 24 hours a day, 7 days a week. All network failures and excess utilization are reported to the Computer Centre technical staff for problem resolution.

Non-intrusive monitoring of campus-wide network traffic on a routine basis will be conducted by the Computer Centre. If traffic patterns suggest that system or network security, integrity, or network performance has been compromised, Computer Centre will analyze the net traffic offending actions or equipment are identified and protective restrictions are applied until the condition has been rectified or the problem has been resolved. In this process, if need be, a report will be sent to higher authorities in case the offenses are very serious.

❖ **Network Policy & Technology Standards Implementation**

Computer Centre is authorized to take whatever reasonable steps are necessary to ensure compliance with this, and other network-related policies that are designed to protect the integrity and security of the campus network backbone.

❖ **Receiving Complaints**

Computer Centre may receive complaints from Computer Centre if any of the networks-related problems are noticed by them during attending to the end-user computer systems-related complaints. Such complaints should be by email/phone.

Computer centers may receive complaints from the users, if any of the users are not able to access the network due to a network-related problem at the user end. Such complaints may be generally through phone calls to Computer Centre.

The designated person in Computer Centre receives complaints from the users/ Computer Centre and coordinates with the user/service engineers of the network hardware or with the internal technical team to resolve the problem within a reasonable time limit.

❖ **Scope of Service**

Computer Centre will be responsible only for solving network-related problems or services related to the network.

❖ **Disconnect Authorization**

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Computer Centre will be constrained to disconnect any Section, department, or division from the campus network backbone whose traffic violates practices outlined in this policy or any network-related policy. In the event of a situation where the normal flow of traffic is severely degraded by a Section, department, or division machine or network, the Computer Centre endeavors to remedy the problem in a manner that has the least adverse impact on the other members of that network. If a Section, department, or division is disconnected, Computer Centre provides the conditions that must be met to be reconnected.

❖ **Campus Network Services Use Agreement**

The "Campus Network Services Use Agreement" should be read by all members of the university who seek network access through the university campus network backbone. This can be found on the University website. All provisions of this policy are considered to be a part of the Agreement. Any Section, Department, Division, or individual who is using the campus network facility, is considered to be accepting the university IT policy. It is the user's responsibility to be aware of the University's IT policy. Ignorance of the existence of university IT policy is not an excuse for any user's infractions.

❖ **Enforcement**

Computer Centre periodically scans the University network for provisos outlined in the Network Use Policy. Failure to comply may result in discontinuance of service to the individual who is responsible for the violation of IT policy and guidelines.

RESPONSIBILITIES OF THE ADMINISTRATIVE SECTION/ UNITS

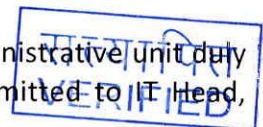
Computer Centre needs the latest information from the different Administrative Sections/ Units of the University for providing network and other IT facilities to the new members of the university and for withdrawing these facilities from those who are leaving the university, and also for keeping the SLBSNSU website up-to-date in respect of its contents.

The information that is required could be broadly as per the following:

1. Information about New Appointments/ Promotions.
2. Information about Super annulations / Termination of Services.
3. Information of New Enrolments or engagement.
4. Information on Expiry of Studentship/Removal of Names from the Rolls.
5. Any action by the university authorities that makes an individual ineligible for using the university's network facilities.
6. Information on Important Events/ Developments/ Achievements.
7. Information on different Rules, Procedures, and Facilities Information related to the end-user for website uploads.

A thorough email should be shared for the update and modification of any related information mentioned in items nos. 1 to 7 and should reach the webmaster well in time.

A hard copy of the above information that is supplied by the concerned administrative unit duly signed by the competent authority along with its soft copy should be submitted to IT Head, Computer Centre.



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GUIDELINES FOR DESKTOP USERS

These guidelines are meant for all members of the SLBSNSU User Community, staff, and users of the University network.

Due to the increase in hacker activity on campus, University IT Policy has put together recommendations to strengthen desktop security.

The following recommendations include:

1. All desktop computers should have the latest version of antivirus such as Symantec Anti Virus (PC) or Quick Heal and should retain the setting that schedules regular updates of virus definitions from the central server.
2. When a desktop computer is installed, all operating system updates and patches should be applied. In addition, operating system updates and patches should be applied regularly, on an ongoing basis. The frequency will be a balance between loss of productivity (while patches are applied) and the need for security. We recommend once in a week cycle for each machine. Whenever possible, security policies should be set at the server level and applied to the desktop machines.
3. All Windows desktops (and OS X or later Macintosh desktops) should have an administrator account that is not used as the regular login account. The login for the administrator account should be changed from the default.
4. The password should be difficult to break. Password, defined as:
 - i. must be a minimum of 6-8 characters in length
 - ii. must include punctuation such as ! \$ % & * , . ? + - =
 - iii. must start and end with letters
 - iv. must not include the characters # @ ' " `
 - v. must be new, not used before
 - vi. Avoid using your name, or names of your wife or children, or name of your department, or room No. or house No. etc. passwords should be changed periodically and also when suspected that it is known to others.
 - viii. Never use 'NOPASS' as your password
 - vi. Do not leave the password blank and Make it a point to change default passwords given by the software at the time of installation.
5. The password for the user login should follow the same parameters outlined above.
6. The guest account should be disabled.
7. New machines with Windows XP should activate the built-in firewall.
8. All users should consider the use of a personal firewall that generally comes along the anti-virus software if the OS does not have an in-built firewall.
9. All the software on the compromised computer systems should be re-installed from scratch (i.e. erase the hard drive and start fresh from installation disks).
10. When the hard disk of the PC is formatted, the OS and all the application software should be installed from the original CDs of the software. Only the data or document files should be copied from the old hard disk and care should be taken to see that no virus residing in the old hard disk gets into the newly formatted and installed hard disk.
11. Do not install Microsoft IIS or turn on any of its functions unless necessary.
12. In general, start from a position of security that is most secure (i.e. no shares, no guest access, etc.) and open up services as necessary.

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POLICY: CCTV VIDEO SURVEILLANCE POLICY

❖ **The system:**

1. The system comprises Fixed position cameras; Pan Tilt and Zoom cameras; Monitors; Multiplexers; digital recorders; SAN/NAS Storage; Public information signs.
2. Cameras will be located at strategic points on the campus, principally at the entrance and exit point of sites and buildings. No camera will be hidden from view and all will be prevented from focusing on the frontages or rear areas of private accommodation.
3. Signs will be prominently placed at strategic points and at entrance and exit points of the campus to inform staff, students, visitors and members of the public that a CCTV/IP Camera Installation is in use.
4. Although every effort has been made to ensure maximum effectiveness of the system, it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

❖ **Purpose of the system**

1. The system has been installed by the university with the primary purpose of reducing the threat of crime generally, protecting university premises and helping to ensure the safety of all staff, students and visitors consistent with respect for the individuals' privacy. These purposes will be achieved by monitoring the system to:
 - Deter those having criminal intent
 - Assist in the prevention and detection of crime
 - Facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order.
 - Facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff or students and assist in providing evidence to managers and/or to a member of staff or student against whom disciplinary or other action is, or is threatened to be taken.
 - In the case of security staff to provide management information relating to employee compliance with contracts of employment
2. The system will not be used:
 - To provide recorded images for the world-wide-web.
 - To record sound other than by the policy on covert recording.
 - For any automated decision making.
3. That informing the individual(s) concerned that recording was taking place would seriously prejudice the objective of making the recording; and
4. That there is reasonable cause to suspect that unauthorized or illegal activity is taking place or is about to take place.

❖ **The Security Control Room**

1. Images captured by the system will be monitored and recorded in the Security Control Room, "the control room", twenty-four hours a day throughout the whole year. Monitors are not visible from outside the control room.
2. No unauthorised access to the Control Room will be permitted at any time. Access will be strictly limited to the duty controllers, authorised members of senior management, police officers and any other person with statutory powers of entry.



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3. Staff, students and visitors may be granted access to the Control Room on a case-by-case basis and only then on written authorisation from the Registrar. In an emergency and where it is not reasonably practicable to secure prior authorisation, access may be granted to persons with a legitimate reason to enter the Control Room.
4. Before allowing access to the Control Room, staff will satisfy themselves of the identity of any visitor and that the visitor has appropriate authorisation. All visitors will be required to complete and sign the visitors' log, which shall include details of their name, their department or organisation they represent, the person who granted authorisation and the times of entry to and exit from the centre. A similar log will be kept of the staff on duty in the Security Control Room and any visitors granted emergency access.

❖ **Security Control Room Administration & Procedures**

Compliance with the Act. All recordings will be handled in strict accordance with this policy and the procedures set out in the Procedures Manual.

❖ **Staff**

All staff working in the Security Control Room will be made aware of the sensitivity of handling CCTV/IP Camera images and recordings. The Control Room Supervisor will ensure that all staff are fully briefed and trained in respect of the functions, operational and administrative, arising from the use of CCTV/IP Camera.

❖ **Recording**

1. Images/Videos will normally be retained for one month from the date of recording, and then automatically overwritten and the Log updated accordingly. Once a hard drive has reached the end of its use it will be erased prior to disposal and the Log will be updated accordingly.
2. All hard drives and recorders shall remain the property of university until disposal and destruction.

❖ **Access to images/ videos:**

1. All-access to image/ videos will be recorded in the Access Log as specified in the Procedures Manual.
2. Access to images will be restricted to those staff, need to have access by the purposes of the system.
3. Disclosure of recorded material will only be made to any parties in strict accordance with the purposes of the system and is limited to the following authorities:
 - Law enforcement agencies where images recorded would assist in a criminal enquiry and/or the prevention of terrorism and disorder
 - Prosecution agencies.
 - People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings.
 - Emergency services in connection with the investigation of an accident.
 - As per the discretion of Vice-Chancellor of the University.

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❖ ***Request to prevent processing***

1. An individual has the right to request the prevention of processing where this is likely to cause substantial and unwarranted damage or distress to that or another individual.
2. All such requests should be addressed in the first instance to the Security Control Room Supervisor or the Data Protection Officer, who will provide a written response within 21 days of receiving the request setting out their decision on the request. A copy of the request and response will be retained.

POLICY: COMPLAINTS & REDRESSAL

It is recognized that members of the University and others may have concerns or complaints about the operation of the system. Any complaint should be addressed in the first instant to the IT Helpdesk Portal. If the exhaustive steps are set out, the complaint remains unresolved & unattended by the official of the Computer Centre, it should be referred to the Registrar. Complaints forms may be obtained from the IT Head, Computer Centre, and/ or may be obtained from the Registrar's Office. Concerns or inquiries relating to the provisions of the prevailing Data Protection Act may be addressed to the Data Protection Officer or any designated officer; these rights do not alter the existing rights of members of the University or others under any relevant grievance or disciplinary procedures.



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कुलसचिव / Registrar
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POLICY: PROCUREMENT OF ICT EQUIPMENT

The Computer Centre follow the GoI GFR rules for procurement of ICT Equipments(Consumable & Non-Consumable). The procured ICT Equipments are maintained & distributed to the concern user/ section as per discretion of the competent authority.

POLICY: DISPOSAL OF ICT EQUIPMENT

The disposal of ICT hardware equipment shall be done as per the Standard Operating Procedures of the GoI Norms & E-Waste Management of the University. The meeting of e-Waste Management of the University for ICT/ IT equipment, will be held each half-yearly.

POLICY: BREACH OF THIS POLICY

Users are encouraged to be vigilant and to report any suspected violations of this Policy immediately to the IT Helpdesk admin@slbsnsu.ac.in. On receipt of notice (or where the University otherwise becomes aware) of any suspected breach of this Policy, the University reserves the right to suspend a user's access to University's Data.

If any breach of this Policy is observed, then (in addition to the above) disciplinary action up to and including dismissal in the case of Staff, expulsion in the case of Students or contract termination in the case of third parties may be taken as per the University's disciplinary procedures.



कुलसचिव / Registrar

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POLICY: FOR REVISIONS

The University reserves the right to revise the terms of this Policy at any time. Any such revisions will be noted in the revision history of the policy, which is available on the SLBSNSU website, and continuing to use the University's IT Resources following any update is considered acceptance on the revised terms of this Policy.

Contact Us

If you have any queries in relation to this policy, please contact:

System Administrator, Computer Centre

Phone: 99711 21857

Email: bl.verma@slbsrsv.ac.in



कुलसचिव / Registrar

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**SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY**

(Central University)

B-4, Qutub Institutional Area, New Delhi-110016

(Under Ministry of Education, Govt. of India)

Email Account Form

(Student)

1. Full Name:
2. Programme of Study:
3. School:
4. Department:
5. Year of Admission:
6. Semester:
7. Permanent Address:
.....
.....
.....
8. Local Address:
.....
.....
.....
9. Telephone/Mobile No. if any:
10. Identity Card No. :

Date:

Name & Signature of the Applicant

Mr./Ms..... is a bonafide student of the
..... department and the information given above
by him/her is correct as per our records. He/she may be given access to official email id.

**सत्यापित
VERIFIED****Assistant Registrar (Academic)**

कुलपति / Registrar

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BANWARI LAL VERMA
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Shri Lal Bahadur Shastri
National Sanskrit University
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New Delhi-110016

(Office of the Computer Centre)

Email Id Credentials:

Technical Assistant

Assistant Programmer

System Administrator

Date :

Date :

Date :

सत्यापित
VERIFIED



कुलसचिव / Registrar

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CAMPUS NETWORK SERVICE USE AGREEMENT

Read the following important policies before applying for the user account/email account. By signing the application form for IP address allocation/Net Access ID (user account)/email account, you agree to act in accordance with the IT policies and guidelines of SLBSNS University, Failure to comply with these policies may result in the termination of your account/IP address. It is only summary of the important IT policies of the university A Net Access ID is the combination of a username and a password whereby you gain access to University computer systems, services campus networks, and the internet.

Accounts and Passwords

The User of a Net Access ID guarantees that the Net Access ID will not be shared with anyone else. In addition, the Net Access ID will only be used primarily for educational/official purposes. The User guarantees that the Net Access ID will always have a password. The User will not share the password or Net Access ID with anyone. Network ID's will only be established for students, staff and faculty who are currently affiliated with the University Students, staff and faculty who leave the University, will have their Net Access ID and associated files deleted as per IT Policy of the University.

No User will be allowed more than one Net Access ID at a time, with the exception that faculty or officers, who hold more than one portfolio, are entitled to have Net Access ID related to the functions of that portfolio.

Limitations on the use of resources

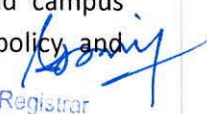
On behalf of the University, COMPUTER CENTRE reserves the right to close the Net Access ID of any user who is deemed to be using inordinately large amounts of storage space or whose actions otherwise limit the use of computing resources for other users

Computer Ethics and Etiquette

The User will not attempt to override or break the security of the University computers, networks, or machines/networks accessible there from. Services associated with the Net Access ID will not be used for illegal or improper purposes. This includes, but is not limited to, the unlicensed and illegal copying or distribution of software, and the generation of threatening, harassing, abusive, obscene or fraudulent messages. Even sending unsolicited bulk e-mail messages comes under IT Policy violation

In addition, the User agrees to adhere to the guidelines for the use of the particular computer platform that will be used. User's Net Access ID gives him/her access to e-mail, and campus computing resources. The use of these resources must comply with University IT policy and applicable.


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Electronically available information

1. May not contain copyrighted material or software unless the permission of the copyright owner has been obtained.
2. May not violate University policy prohibiting sexual harassment.
3. May not be used for commercial purposes.
4. Should not appear to represent the University without appropriate permission, or represent others
5. May not appear to represent other organizations or companies.
6. May not contain material which violates pornography laws, or algorithms or software which violate laws,
7. May not contain scripts or code that could cause a security breach or permit use of resources in opposition to University policy, and

Data Backup, Security, and Disclaimer


COMPUTER CENTRE or COMPUTER CENTER will not be liable for the loss or corruption of data on the individual user's computer as a result of the use and/or misuse of his/her computing resources (hardware or software) by the user or from any damage that may result from the advice or actions of an INTERNET UNIT/COMPUTER CENTER staff member in the process of helping the user in resolving their network/computer related problems. Although INTERNET UNIT/COMPUTER CENTER make a reasonable attempt to provide data integrity, security, and privacy, the User accepts full responsibility for backing up files in the assigned Net Access ID, storage space or email Account. In addition, COMPUTER CENTRE makes no guarantee concerning the security or privacy of a User's electronic messages.

The User agrees to be held liable for the improper use of equipment or software, including copyright violations and agrees to defend, indemnify and hold INTERNET UNIT or COMPUTER CENTER, as part of SLBSNSU, harmless for any such liability or expenses. SLBSNSU retains the right to change and update these policies as required without notification to the User.

Account Termination and Appeal Process

Accounts on SLBSNSU network systems may be terminated or disabled with little or no notice for any of the reasons stated above or for other inappropriate use of computing and network resources: When an account is terminated or disabled, COMPUTER CENTRE will make an attempt to contact the user (at the phone number they have on file with COMPUTER CENTRE) and notify them of the action and the reason for the action. If the termination of account is of temporary nature, due to inadvertent reasons and are on the grounds of virus infection, account will be restored as soon as the user approaches and takes necessary steps to get the problem rectified and communicates to the COMPUTER CENTRE of the same But, if the termination of account is on the grounds of wilful breach of IT policies of the university by the user, termination of account may be permanent. If the user feels such termination is unwarranted, or that there are mitigating reasons for the user's actions, he or she may first approach the IT Head, justifying why this action is not warranted. If the issue is not sorted out he/she may appeal to the Appeals Board duly constituted by the university for this purpose to review the evidence and hear reasons why an appeal should be considered. If the Appeals Board recommends revival of the account, it will be enabled. Users may note that the University's Network Security System maintains a history of infractions, if any, for each user account.

In case of any termination of User Account, this history of violations will be considered in determining what action to pursue. If warranted, serious violations of this policy will be brought before the appropriate University authorities.


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Applicant Signature



SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

(Central University)

B-4, Qutub Institutional Area, New Delhi-110016

(Under Ministry of Education, Govt. of India)

IP Address Allocation Form

1. Location of the System Section / Department:
 - a. Room No. : _____
 - b. Floor /Lab.No: _____
 - c. Occupied by/User Name: _____
2. Identification Name of the System (Hostname): _____
3. IO Box Number: _____
4. Make of the system HP / Dell / If Other, Specify: _____
5. MAC / Physical / Adapter address: _____
6. Operating System, specify: _____
7. Whether connected directly to the LAN or hub / switch YES / NO, If yes ,
 - a. Directly connected to LAN
 - b. Through Hub/Switch located in the same room / different room.
8. If the system is configured as server, services that are enabled

- | | | | |
|------------|--------------------------|-------------|--------------------------|
| a. Http | <input type="checkbox"/> | b. SMTP | <input type="checkbox"/> |
| c. FTP | <input type="checkbox"/> | d. Sendmail | <input type="checkbox"/> |
| e. Netfs | <input type="checkbox"/> | f. MySql | <input type="checkbox"/> |
| g. Network | <input type="checkbox"/> | h. SMB | <input type="checkbox"/> |

सत्यापित
VERIFIED

Banwari Lal Verma
BANWARI LAL VERMA
System Administrator
Shri Lal Bahadur Shastri
National Sanskrit University
(Central University)
New Delhi-110016

Smriti
कुलसचिव / Registrar
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय
Shri Lal Bahadur Shastri National Sanskrit University
बी-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016
B-4, Qutub Institutional Area, New Delhi-110016

i. Nfs ☐

j. Telnet ☐

k. POP3 ☐

l. Any other, specify ☐

m. IMAP ☐

8. Whether in general used by single user or many users Single / Many:

9. Which Antivirus Software is running:

Date:

Name & Signature of the Applicant

Department Head Name & Signature

(Office of the Computer Centre)

IP Address Allocated:

Technical Assistant

Assistant Programmer

System Administrator

Date :

Date :

Date :

सत्यापित
VERIFIED



कुलसचिव / Registrar
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय
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BANWARILAL VERMA
System Administrator
Shri Lal Bahadur Shastri
National Sanskrit University
(Central University)
New Delhi-110016



SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

(Central University)

B-4, Qutub Institutional Area, New Delhi-110016

(Under Ministry of Education, Govt. of India)

Net Access ID Allocation Form

(For Employee)

1. Name of the Applicant Prof./Dr./Mr./Ms./:
2. Designation:
3. Location Section / Department:
 - a. Room No.:
 - b. Mobile/ Contact/ Telephone No.:
4. Official Email Id:
5. Whether the appointment is permanent? Yes/No
 1. If Yes, NET Access ID Allocated till the age of superannuation.
 - Date of Retirement:
 2. If No, NET Access ID Allocated till the service validity:
 - Service valid up to:

Date:

Name & Signature of the Applicant

Department Head Name & Signature

(Office of the Computer Centre)

NET ACCESS ID Allocated Credential:

Technical Assistant

Assistant Programmer

System Administrator

Date :

Date :

Date :



Bhul
BANWARI LAL VERMA
 System Administrator
 Shri Lal Bahadur Shastri
 National Sanskrit University
 (Central University)
 New Delhi-110016

Issuing
 कुलसचिव / Registrar
 श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय
 Shri Lal Bahadur Shastri National Sanskrit University
 बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016
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(Central University)

B-4, Qutub Institutional Area, New Delhi-110016

(Under Ministry of Education, Govt. of India)

Net Access ID Allocation Form

(For Student)

1. Name of the Applicant Mr./Ms:

2. Roll No. / Seat No. / PRN:

3. Course Name:

4. Department Name:

5. Permanent Address:

6. Present Address:

7. Duration of the course _____ Semesters

8. Date of joining the Course ____/____/____

9. Net Access device: Laptop / Mobile / Tablet.

10. MAC addresses (Please get help of Computer Centre, if you cannot find):

Date:

Name & Signature of the Applicant

Mr./Ms

is a bonafide student of the

department and the information given above by

him/her is correct as per our records. He/she may be given WiFi Net Access.

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कुलसचिव / Registrar
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय
Assistant Registrar (Academic) Sanskrit University
बी-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016
B-4, Qutub Institutional Area, New Delhi-110016

(Office of the Computer Centre)

NET ACCESS ID Allocated Credential:

Technical Assistant

Assistant Programmer

System Administrator

Date :

Date :

Date :

सत्यापित
VERIFIED

[Signature]

[Signature]

BANWARI LAL VERMA
System Administrator
Shri Lal Bahadur Shastri
National Sanskrit University
(Central University)
New Delhi-110016



SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

(Central University)

B-4, Qutub Institutional Area, New Delhi-110016

(Under Ministry of Education, Govt. of India)

Email Account Form

(For Employee)

1. Full Name:
2. Designation:
3. Dept./School/Centre:
4. Office Telephone:
5. Mobile No.:

Date:

Name & Signature of the Applicant

Department Head Name & Signature

(Office of the Computer Centre)

Email Id Credentials:

Technical Assistant

Assistant Programmer

System Administrator

Date :

Date :

Date :

सत्यापित
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BANWARI LAL VERMA
System Administrator
Shri Lal Bahadur Shastri
National Sanskrit University
(Central University)
New Delhi-110016

कुलसचिव / Registrar
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