



**Gokhale Institute
of Politics and
Economics**
(Deemed to be University)

INFORMATION TECHNOLOGY (IT) POLICIES & PROCEDURES

Document describing guidelines and procedures,
which must be followed by all students, faculty, staff, visitors & others,
while using IT assets and resources of
Gokhale Institute of Politics & Economics, Pune.

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Overview

Gokhale Institute of Politics and Economics (“GIPE” or “Institute”) provides IT infrastructure and various IT resources to its students, faculty, staff, etc. to carry out their educational, instructional, research, administrative and other activities at the institute or elsewhere.

To ensure optimum usage of all such resources, it is essential that all users follow certain basic self-discipline and adhere to these guidelines, which may be updated time-to-time.

Role of IT Office

The IT Office (“ITO”), with a small group of IT professionals, ensures upkeep of the entire IT machinery on the campus while keeping it up with the latest technology.

The ITO works closely with the Office of the Registrar and reports directly to the ViceChancellor

These policies and procedures are implemented through the ITO.



1. Computers and other Equipment

Servers / Networking Devices / etc.

The ITO is responsible for procurement and upkeep of the servers, other networking devices (such as firewalls, switches, routers, access points, etc.) and all related software (operating systems, application software, etc.) as well as the network cabling at the institute and at the residential campus.

Personal Computers / Devices

Employees

Various items like personal computers (desktops, laptops, smartphones, etc.) and other peripherals (printers, scanners, cameras, external audio or projection devices, etc.), along with required software (operating system, application software, etc.) are allocated to individuals (faculty & staff), departments, sections, projects, etc. as per their needs certified by their

superior authorities, either from available inventory or procured freshly.

While the ITO provides necessary assistance in procurement and maintenance, the beneficiaries are primarily responsible for safe & judicious usage of all such items.

Such devices cannot be re-allocated to other individuals or departments or sections or projects without an approval of ITO.

Items allocated for specific projects or time-bound usage should be returned back to the ITO on completion of such activities.

Similarly, the items which have become obsolete or those which are not-in-use should be returned back to the ITO.

All these items should be made available for audit and inventory control to ITO, as and when required.



Students

All undergraduate, post-graduate and doctorate students are required to bring their own devices (laptops, tablets, smartphones, etc.), with the necessary operating system and application software, as per the BYOD (Bring Your Own Device) policy, and use them while on campus or hostels, including the computer labs.

Classrooms and Computer Labs

The ITO is responsible for procurement and initial installations of all equipment and devices used for audio-visual communication (Cameras, microphones, speakers, etc.) in the classrooms, computer labs and other auditoriums.

However, the Academic Section is responsible for the upkeep and day-to-day operations of all these items.

CCTVs, Attendance Recording, Access Control Systems, etc.

The ITO is responsible for procurement, installations and upkeep of all these equipment and

devices installed at various locations.

Connectivity for these devices

All the abovementioned equipment & devices may be connected to main computer networks at the institute or in the residential campus, through LAN cables or WiFi, in accordance with Network Usage Policies.

Software Licensing

The ITO is responsible for procurement, renewals and upkeep of all types of softwares (operating systems, antivirus, application softwares, etc.) used on all computers & other equipment/devices owned or leased by the institute.

The ITO is also responsible to ensure that no illegal or expired software should be used on any of these computers & other equipment/devices owned or leased by the institute.

Annual Maintenance Contracts

The ITO is responsible for awarding and renewals of all Annual



Maintenance Contracts (AMCs) for all Computers and other related equipment owned or leased by the institute.

Asset Management

The IT0 is responsible for inventory of all computers and related equipment & devices, owned or leased by the institute, by updating all related information on a real-time basis.

The IT0 is also responsible for physical verification of all items, with purchase value above Rs.10,000, at least twice a year.

The IT0 is also responsible for identifying obsolete / unused items. Such items may be offered to the vendors as 'buy-back' while making new purchases or may be offered to the employees or students at nominal costs. All remaining items may be disposed-off as e-waste as per the government norms.

Procurement

Requisitions

All departments / sections, including the IT0, are required to submit their item wise requirements for Computers and other related equipment / devices, for a new academic year, in prescribed format, by 15th April. This should include additional as well as replacement items.

Additional items may be requisitioned during the academic year, in prescribed format.

All requisitions are initiated through the respective departmental / section heads or the Vice Chancellor.

Approvals

The IT0 is responsible for collecting all such requisitions, carrying out initial sanity checks, deciding on the 'life-span' of such items, estimating the CapEx or OpEx expenditure, preparing purchase / procurement plans and putting them up with the institute authorities



for approvals, in principle, not more than once in a month.

Purchase / Procurement

The ITO is responsible to float inquiries or start the tendering process only for items approved as above, as per the standard procedures followed in the institute.

Installations

On receipt of these items, the ITO is responsible for inward inspection, installations and handing over to respective departments / sections or individuals (faculty or staff).



2. Network

The Campus Area Network (CAN), which is already in existence, connects almost all corners of all buildings of the institute as well as all units in the residential area, using fiber optics and LAN cables as well as wireless access points.

The ITO is responsible for procurement, installations and upkeep of the equipment and other devices / accessories required in the networks and for providing 24x7 internet connectivity to authorized users in accordance with Network Usage Policies.

Internet

Currently, the internet access is provided by an external service provider, BSNL with 100 MBPS dedicated fiber optics line and is monitored by a hardware firewall and routers installed at the ITO.

The ITO is responsible for blocking certain external websites or IP addresses as deemed necessary.

The ITO is also responsible for monitoring actual internet usages by internal IP addresses or departments / sections or individuals. Such statistics are to be readily available to the management on a real-time basis.

Intranet

The ITO is responsible for allocating IP addresses and internet bandwidth to other components of the network (switches, routers, hubs, access points, etc.)

These IP addresses should not be changed or tampered with by any individuals (students / faculty / staff / etc.) without the consent from the ITO.

Use of any device as a DHCP server at the user end to connect more computer devices is strictly prohibited.



Personal Devices

All personal devices with WiFi capabilities - laptops, tablets, smartphones, etc. - which are required to be connected to the institute network MUST BE registered with the ITO. Device specific IP addresses are allocated by the ITO for seamless wireless connectivity through various access points throughout the institute campus.

Visitors and Guests may be allowed to connect their personal devices to the institute network while in the institute area, through wireless access points.

All such devices are required to have licensed operating systems and up-to-date anti-virus software installed.

Permitted Number of Devices

Maximum TWO per student

Maximum FOUR per employee

Maximum TWO per visitor / guest

IMPORTANT

THE INSTITUTE NETWORK AND COMPUTER RESOURCES SHOULD NOT BE USED FOR ANY PERSONAL OR COMMERCIAL PURPOSES.

Some Do's and Don'ts

While using the institute network...

The individual users - students / employees / visitors / etc. - will be solely responsible for the contents accessed or downloaded.

The users are expected to spend a limited amount of time accessing social media, news portals or any other websites, with resource-hungry (video) contents, during the 'peak-hours' (i.e. between 8 am and 8 pm).



3. Cloud Usage and Emails

The institute has opted for “Google Workspace for Education” for communication and collaboration across the institute. The essential tools on Cloud include Gmail, Google Meet & Chat, Google Docs, Sheets, Slides, Forms, Classroom and more.

All users at the institute - individuals (students, faculty, staff, etc), departments, sections, etc - are expected to take full advantage of these tools with emphasis on cloud computing and storage.

The ITO acts as the ‘administrator’ for managing the Google Workspace with domain “@gipe.ac.in”.

Google / Gmail Accounts

All individual users at the institute - students, faculty, staff, etc. - are allotted unique Google/GMail IDs on joining the institute. Such IDs will be operational till the end of tenure with the institute.

For Students

It is the responsibility of the Academic Section to provide the final lists of students entering the institute for various educational programs, to the ITO.

The ITO is responsible for creating the individual IDs in the domain “@gipe.ac.in” for all students before the start of their academic session.

It is also the responsibility of the Academic Section to provide the list of graduating students at the end of their academic session (say, at Convocation) to the ITO for discontinuing their Google/GMail accounts.

For Employees

It is the responsibility of the HR / Admin Department to communicate to the ITO about every new joiner - either on permanent or temporary or adhoc basis, and get the Google/GMail IDs created in the domain “@gipe.ac.in” before the joining date.



It is also the responsibility of the HR / Admin Department to communicate to the ITO about termination of association with the institute, by retirement or for any other reason, for discontinuing their Google/GMail accounts.

Email Alias

As the admin for Google Workspace, the ITO may create 'alias' IDs for classes / departments / sections / projects / any other groups which are linked to more than one individual GMail Ids.

Standard Format

It is the responsibility of the ITO, to standardize and adhere to the convention to be followed while allotting IDs in the domain "@gipe.ac.in".

Barring a few exceptions, the standard formats are as follows -

For Employees -

firstName.lastName@gipe.ac.in

For Students -

firstName.course+year@gipe.ac.in

Using Emails

All internal email communication should be done from the official individual GMail ID allocated (in the domain "@gipe.ac.in") to the sender, to other official individual GMail IDs allocated to others (in the domain "@gipe.ac.in") in the institute or to 'alias' created for groups of individuals (in the domain "@gipe.ac.in").

For communicating with external entities on the institute-related matters, the official individual GMail ID allocated (in the domain "@gipe.ac.in") should be used.

Using Storage

Although adequate cloud storage (GoogleDrive) is made available for all users, the same may be used very judiciously.

The individual users are solely responsible for the contents stored on and shared through GoogleDrive.



4. IT Support

Timings

The IT0 works between 9:30 am to 6 pm from Monday to Friday (excluding public holidays).

User Support

The IT0 is responsible to resolve issues related to all above in reasonable time by deploying one of their team members or by arranging support from external vendors or service contractors.

The user needs to report issue(s) through email to support@gipe.ac.in (or through soon-to-be-implemented Ticketing System), by giving all required details and contact details (location & cell number) of the requisitioner.

Special Support

If any department / section requires IT support for special events like conferences, seminars, etc., the same should be conveyed through an email to support@gipe.ac.in, at

least 3 days in advance, through the departmental / section head.



Policy Updates and Audits

Any deviation or exception from these policies need to be vetted and approved by the Registrar or the Vice Chancellor in consultation with the head of IT0.

The IT0 is responsible for carrying out policy updates as and when necessary and for circulating the same to all in the institute.

The IT0 is also responsible for arranging policy audits by an external competent authority at least once in two years.

