



*Heartian*  
**IT POLICY**  
**2020**



**SACRED HEART COLLEGE**  
**(AUTONOMOUS)**  
**THEVARA**



# **IT Policy 2020**

**Sacred Heart College (Autonomous) Thevara**

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# IT POLICY 2020

## *Need for IT Policy*

The computing resources at Sacred Heart College (Autonomous) Kochi is intended to support the educational, instructional, research, and administrative activities of the college and the use of these resources is a privilege that is extended to members of the SH community. The IT policy of the college is formulated to maintain, secure, and ensure legal and appropriate use of Information technology infrastructure established on the campus and provide guidelines on acceptable and unacceptable use of IT resources of the college. This policy establishes strategies and responsibilities for protecting the confidentiality, integrity, and availability of the information assets that are accessed, created, managed, and/or controlled by the College. Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information. In addition, this policy supports effective organizational security and protects users and IT resources from, but not limited to cyber criminals, bullying, misuse of accounts and assets as well as the spread of malicious software.

### *In charge of this IT Policy:*

- 1. College Administrators in general*
- 2. Website Admin, Network Administrator*
- 3. LMS Admin and Other IT related in-charges*
- 4. Software in-charge.*

Software Management Unit has been given the responsibility of running the intranet and Internet services of the college. Software Management Unit is running the Firewall security, Proxy, DHCP, DNS, email, web and application servers and manage the network of the college. Software Management Unit has been taking appropriate steps by installing firewalls, access controls 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 infringing the freedom of users. As IT users are

aware, all the educational institutions worldwide have IT policies implemented in their respective institutions. 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 the foundation of the Institution's security programme. 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. Thus, the college came to the conclusion that IT Policy that works as guidelines for using the college's computing facilities including computer hardware, software, email, information resources, intranet and Internet access facilities should be formulated. Hence, this document proposes a set of policies and guidelines that would be relevant in the context of Sacred Heart College, Kochi. While creating these policies, every effort has been made to have a careful balance between security and the ability to conduct the rightful functions by the users.

Further, due to the dynamic nature of Information Technology, information security in general and therefore policies that govern information security process are also dynamic in nature. They need to be reviewed on a regular basis and modified to reflect changing technology, changing requirements of the IT user community, and operating procedures. The purpose of the IT policy is to set direction and provide information about acceptable actions and prohibited actions or policy violations. Guidelines are created and provided to help the organisation, the departments and individuals who are part of the college community to understand how the college policy applies to some of the significant areas and to bring conformity with the stated policies.

### **Classification of IT policies**

- IT Hardware Installation Policy
- Software Installation and Licensing Policy
- Network (Intranet & Internet) Use Policy
- E-mail Account Use Policy
- Web Site Hosting Policy
- College Database Use Policy



Further, the policies shall be applicable at two levels:

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

It may be noted that the IT Policy applies to technology administered by the college centrally, or by the individual departments, to information services provided by the college administration, or by the individual departments, or by individuals of the college community, or by authorised resident or non-resident visitors on their own hardware connected to the college

This IT policy also applies to the resources administered by the central administrative departments such as Library, Computer Centres, Laboratories, Offices of the college, recognised sub units of the college and wherever the network facility was provided by the college. Computers owned by the individuals, or those owned by research projects of the faculty and students when connected to campus network are subjected to the 'Do's and 'Don'ts detailed in the IT policy. Further, all the faculty, students, staff, departments, authorised visitors/visiting faculty and others who may be granted permission to use the information technology infrastructure of the college, must comply with the guidelines. Certain violations of IT policy by any member of the college community may even result in disciplinary action against the offender/s by the college authorities. If the matter requires the involvement of legal action, law enforcement agencies may also be informed.

Applies to stakeholders on campus or off campus:

- Students: UG, PG, Research Scholars
- Faculty
- Administrative Staff (Non-Technical/Technical)
- Higher Authorities and Officers
- Guests

Resources

- Network Devices wired/wireless
- Internet Access

- Official websites
- web applications
- Official email services
- Data storage
- Mobile/Desktop/server computing facility
- Documentation facility (Printers/Scanners)
- Multimedia Contents, Surveillance network
- Learning Management Systems
- Other governing software, etc.

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## ***IT Hardware Installation Policy***

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The network user community of the college needs to observe certain precautions while getting their computers or peripherals installed so that they may face minimum inconvenience due to interruption of services due to hardware failures.

**A. Who is the Primary User:** An individual in whose room the computer is installed and is used primarily by him/her is considered to be the “primary” user. If a computer has multiple users, none of whom are considered the "primary" user. The department Head should make an arrangement and make a person responsible for compliance.

**B. End User of Computer Systems:** Apart from the client PCs, the college will consider servers not directly administered by INTERNET UNIT, 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 which provide services to other users on the Intranet/Internet though registered with the INTERNET UNIT, are still considered under this policy as "end-users" computers.

**C. Warranty and Annual Maintenance Contract:** Computers purchased by any Section/Department/Project should preferably be with 3-year on-site comprehensive warranty. After the expiry of warranty, computers should be under annual maintenance contract. Such maintenance should include OS reinstallation and checking virus related problems also. Department HODs should monitor for the proper and timely maintenance.

**D. Power Connection to Computers and Peripherals:** All the computers and peripherals should be connected to the electrical point strictly through UPS if available. Power supply to the UPS should never be switched off, as continuous power supply to UPS is required for battery recharging. Further, these UPS systems should be connected to the electrical points that are provided with proper earthing and have properly laid electrical wiring.

**E. Network Cable Connection:** While connecting the computer to the network, the connecting network cable should be away from any electrical/electronic equipment, as they might 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:** File and print sharing facilities on the computer over the network should be installed only when it is absolutely required. When files are shared through the network, they should be protected with password and also with 'read only' access rule.

**G. Shifting Computer from One Location to another:** Computer system may be moved from one location to another with prior written intimation to the Network Unit, as Network Unit maintains a record of computer identification names (MAC Address, and Serial Number) and corresponding IP address. Such computer identification names follow the convention that comprises the Department name abbreviation and serial number. As and when any deviation (from the list maintained by Network Unit) is found for any computer system, network connection would be disabled and the same will be informed to the user by email/phone, if the user is identified. When the end user meets the compliance and informs the Network Unit in writing/by email, connection will be restored.

**H. Maintenance of Computer Systems provided by the College:** For all the computers that are purchased by the college, Computer Maintenance Cell (COMPUTER CENTRE) will attend to the complaints related to any maintenance related problems.

**I. Noncompliance:** Faculty, staff, and students of Sacred Heart College, Thevara, who do not comply with this computer hardware installation policy, may leave themselves and others at risk of network related problems which could result in damaged or lost files and inoperable computers, resulting in loss of productivity. An individual's non-compliant



computer can have significant, adverse effects on other individuals, groups, or even whole departments. Hence it is critical to bring all computers into compliance as soon as they are recognized as non-compliant.

**J. Internet Unit/Computer Centre Interface:** Upon finding a non-compliant computer affecting the network INTERNET UNIT will notify the individual responsible for the system and ask that it be brought into compliance. Such notification will be done via email/telephone and a copy of the notification will be sent to the COMPUTER CENTRE, if applicable. The individual users will follow-up the notification to be certain that his/her computer gains necessary compliance. The INTERNET UNIT shall provide guidance as needed for the individual to gain compliance.

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## ***Software Installation and Licensing Policy***

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Any computer purchase made by the individual departments/projects should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed. Respecting the anti-piracy laws of the country, the College IT policy does not allow any pirated/unauthorized software installation on the college owned computers and the computers connected to the campus network. In case of any such instance, the department/individual shall personally be responsible for any pirated software installed on the computers located in their department/individuals' rooms.

### **Promoting Free and Open Source Software (FOSS)**

Free and Open Source Software (FOSS) Community is "By the Community, For the Community, of the Community, To the Community on No Profit No Loss Basis. Open Source Software, is and will always remain free. There is no license to pay to anybody." The central and state governments have introduced policies on the adoption of open source software, which make it mandatory for all software applications and services of the government be built using open source software, so that projects under Digital India "ensure[s] efficiency, transparency and reliability of such services at affordable costs". The Government realizes that Free Software presents a unique opportunity in building a truly egalitarian knowledge society. Sacred Heart College encourages all members of its community to use FOSS to the extent

possible. There is an immense opportunity to select and develop FOSS based on the requirements of the college.

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

1. Individual users should make sure that respective computer systems have their OS updated in respect of their service packs/patches, through the Internet. This is particularly important for all MS Windows based computers (both PCs and Servers). Updating OS by the users helps their computers in fixing bugs and vulnerabilities in the OS that are periodically detected by the Microsoft for which it provides patches/service packs to fix them. Checking for updates and updating of the OS should be performed at least once in a week or so.
2. Sacred Heart College has made it a policy to encourage its user community to go for open source software such as Linux, Open office to be used on their systems wherever possible.
3. Any MS Windows OS based computer that is connected to the network should access <http://windowsupdate.microsoft.com> web site for free updates. Such updating should be done at least once in 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.

### **B. Antivirus Software and its updating**

1. Computer systems used in the college 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.
2. Individual users should make sure that respective computer systems have current virus protection software installed and maintained. 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 updated or not renewed after its warranty period, is of practically no use. If these responsibilities appear beyond 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 infections often 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 a foolproof solution. Apart from this, users should keep their valuable data either on an external storage device or Google Drive for data integration.

#### **D. Noncompliance**

Sacred Heart College faculty, staff, and students who are not complying with this computer security policy leave themselves and others at risk of virus infections which could result in damaged or lost files, in-operable computer resulting in loss of productivity, risk of spread of infection to others or confidential data being revealed to unauthorized persons. An individual's non-compliant computer can have significant, adverse effects on other individuals, groups, departments, or even the whole college. Hence it is critical to bring all computers into compliance as soon as they are recognized as non-compliant.

#### **E. INTERNET UNIT/COMPUTER CENTRE INTERFACE**

INTERNET UNIT upon finding a non-compliant computer will notify the individual responsible for the system and ask that it be brought into compliance. Such notification will be done via email/telephone and a copy of the notification will be sent to the COMPUTER CENTER, if applicable. The individual user shall follow-up the notification to be certain that his/her computer gains necessary compliance. The INTERNET UNIT will provide guidance as needed for the individual to gain compliance.

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### ***Network (Intranet and Internet) Use Policy***

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

## **A. IP Address Allocation**

Any computer (PC/Server) that will be connected to the network, should have an IP address assigned by the INTERNET UNIT. Following a systematic approach, the range of IP addresses that will be allocated to each group is decided. So, any computer connected to the network from that group will be allocated an IP address only from that Address pool. Further, each network port in the room from where that computer is connected will have binding internally with that IP address so that no other person uses that IP address unauthorised 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 the purpose of IP address allocation and fill it up and get the IP address from the INTERNET UNIT.

An IP address allocated for a particular computer system should not be used on any other computer even if that other computer belongs to the same individual and will be connected to the same port. IP addresses are given to the computers but not to the ports. IP address for each computer should be obtained separately by filling up a requisition form meant for this purpose.

## **B. DHCP and Proxy Configuration by Individual Department/Section/ User**

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 IP address allocation policy of the college.

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

Even configuration of any computer with additional network interface card and connecting another computer to it is considered as proxy/DHCP configuration.

Non-compliance to the IP address allocation policy will result in disconnecting the port from which such computer is connected to the network. Connection will be restored after receiving written assurance of compliance from the concerned department/user

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

Individual departments/individuals connecting to the 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 INTERNET UNIT in writing and after meeting the requirements of the college IT policy for running such services. Non-compliance with this policy is a direct violation of the college IT policy, and will result in termination of their connection to the Network.

INTERNET UNIT takes no responsibility for the content of machines connected to the Network, regardless of whether those machines belong to the college or individuals. INTERNET UNIT will 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 college network connection must be in compliance with all policies and rules of those networks. This applies to any and all networks to which the College Network connects. College network and computer resources are not to be used for personal commercial purposes. Network traffic will be monitored for security and for performance reasons at INTERNET UNIT. Impersonation of an authorized user while connecting to the Network is in direct violation of this agreement and will result in the termination of the connection.

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

Computer systems that are part of the campus-wide network, whether property of the college or personal property, should not be used for dial-up/broadband connections, as it violates the college'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.

#### **E. Wireless Local Area Networks**

1. This policy applies, in its entirety, to the department, or division of wireless local area networks. In addition to the requirements of this policy, departments, or divisions must register each wireless access point with INTERNET UNIT including Point of Contact information.
2. Departments must inform INTERNET UNIT for the use of radio spectrum, prior to implementation of wireless local area networks.

3. School, 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.

#### **F. Internet Bandwidth obtained by Special Divisions**

Internet bandwidth acquired by any department of the college under any research programme /project should ideally be pooled with the college's Internet bandwidth, and be treated as the common resource of the college. Under particular circumstances, which prevent any such pooling with the college Internet bandwidth, such networks should be totally separated from the campus network. All the computer systems using that network should have a separate IP address scheme (private as well as public) and the college 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 college IT policy. One copy of the network diagram giving the details of the network design and the IP address schemes used may be submitted to INTERNET UNIT.

Non-compliance to this policy will be a direct violation of the college IT security policy.

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### ***Email Account Use Policy***

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In an effort to increase the efficient distribution of critical information to all faculty, staff and students, and the college administrators, it is recommended to utilize the college email services, for formal communication and for academic and other official purposes. Email for formal communications will facilitate the delivery of messages and documents to campus and extended communities or to distinct user groups and individuals. Formal communications are official notices from the college to faculty, staff and students. These communications may include administrative content, such as human resources information, policy messages, general messages, official announcements, etc. To receive these notices, it is essential that the email address be kept active by using it regularly. For obtaining the college's email account, the user may contact INTERNET UNIT for email account and default password by submitting an application 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 and official purposes and to a limited extent for personal purposes.



2. *Using the facility for illegal/commercial purposes is a direct violation of the IT policy and may entail 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 generation of threatening, harassing, abusive, obscene or fraudulent messages/images.*
3. *While sending large attachments to others, user should make sure that the recipient has email facility that allows him to receive such large attachments.*
4. *User should keep the mail box used space within about 80% usage threshold, as 'mail box full' or 'mailbox almost full' situation will result in bouncing of the mails, especially when the incoming mail contains large attachments.*
5. *User should not open any mail or attachment that is from unknown and suspicious source. Even if it is from known source, and if it contains any attachment that is of suspicious nature or looks dubious, 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 potential to damage the valuable information on your computer.*
6. *Users should configure messaging software (Outlook Express/Netscape messaging client etc.,) on the computer that they use on permanent basis, so that periodically they can download the mails in the mailbox onto their computer thereby releasing the disk space on the server. It is user's responsibility to keep a backup of the incoming and outgoing mails of their account.*
7. *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.*
8. *User should refrain from intercepting, or trying to break into others email accounts, as it is infringing the privacy of other users.*
9. *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.*
10. *Impersonating email account of others will be taken as a serious offence under the college IT security policy.*
11. *It is ultimately each individual's responsibility to keep their e-mail account free from violations of college's email usage policy.*
12. *Any Spam mail received by the user into INBOX should be forwarded to admin @shcollege.ac.in*

13. *All the mails detected as spam mails go into SPAM\_MAIL folder of the respective users' mail accounts. Users are requested to open these folders periodically to check any important mail wrongly stamped as SPAM mail and went into this folder. If so, user may forward that mail ID to [admin@shcollege.ac.in](mailto:admin@shcollege.ac.in) for necessary action to delete from the spam mail category. It is recommended to empty this folder as frequently as possible.*
14. *Use of the computing services and facilities of the college for political purposes*  
*Also should we add something like the following?*  
*While every effort is made to insure the privacy of the email users in the college community, this may not always be possible. Since employees are granted use of electronic information systems and network services to conduct their official duties, there may be instances when the College, based on approval from authorized officers, reserves and retains the right to access and inspect stored information without the consent of the user.*

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## **Web Site Hosting Policy**

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### **1. Official Pages**

Sections, departments, and Associations of Teachers/Employees/Students may have pages on SACRED HEART COLLEGE's Intranet Channel of the official Web page. Official Web pages must conform to the college Web Site Creation Guidelines for Web site hosting. As on date, the college webmaster is responsible for maintaining the official web site of the college viz., <http://www.shcollege.ac.in> only.

### **Personal Pages**

Sacred Heart College provides space for the creation the profile for all faculty members under their respective department. It is recognized that each individual faculty will have individual requirements for his/her pages. Hence, faculty may have their personal pages linked to the official website of the college that he/she wants to be added in the official website of the college. However, illegal or improper usage will result in termination of the hyperlink. The contents of personal pages must not violate any applicable export laws and regulations, must not constitute a copyright or trademark infringement, must not be used for commercial purposes, must not be used for political lobbying, and must not otherwise violate any local, state, or central government laws. Personal pages also will not include the hosting of pages for other individuals or groups. Personal pages should explicitly mention

that views expressed by him/her in their pages are exclusively their own and not that of the institution.

### **Responsibilities for Those Maintaining Web Pages**

Sections, departments, units, and individuals are responsible for maintaining their own Web pages. SACRED HEART COLLEGE Web pages (including personal pages) must adhere to the SACRED HEART COLLEGE Web Page Standards and Design Guidelines and should be approved SACRED HEART COLLEGE Web Pages Advisory Committee.

### **Policies for Maintaining Web Pages**

Pages must relate to the mission of the college. Authors of official SACRED HEART COLLEGE and affiliated pages (not class-generated or personal) are required to announce their Web presence by sending an announcement to [webmaster@shcollege.ac.in](mailto:webmaster@shcollege.ac.in). Mails sent to this address will be placed in a SACRED HEART COLLEGE Public E-Mail Folder in the SACRED HEART COLLEGE's official website. The announcement should include:

1. The URL.
2. A brief explanation of content or purpose of the pages (i.e., Web pages for an administrative or academic unit, etc.). The primary page must include a link to the SACRED HEART COLLEGE Home Page and, if applicable, contain additional links to the sponsoring organization or department.

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## ***College Database (of e-Governance) Use Policy***

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This Policy relates to the databases maintained by the college administration under the college's e-Governance. Data is a vital and important resource for providing useful information. Its use must be protected even when the data may not be confidential. SACRED HEART COLLEGE has its own policies regarding the creation of databases and access to information as well as a more generic policy on data access. Combined, these policies outline the college's approach to both the access and use of this college resource.

**A. Database Ownership:** Sacred Heart College is the data owner of all the college's institutional data generated in the campus.

**B. Custodians of Data:** Individual Sections or departments generate portions of data that constitute the college's database. They may have custodianship responsibilities for portions of that data.

**C. Data Administrators:** Data administration activities outlined may be delegated to some of the officers in that department by the data Custodian.

**D. MIS Components:** For the purpose of e-governance, Management Information System requirements of the college may broadly be divided into seven categories. These are:

1. MANPOWER INFORMATION MANAGEMENT SYSTEM (MIMS)
2. STUDENTS INFORMATION MANAGEMENT SYSTEM (SIMS)
3. FINANCIAL INFORMATION MANAGEMENT SYSTEM (FIMS)
4. PHYSICAL RESOURCES INFORMATION MANAGEMENT SYSTEM (PRIMS)
5. PROJECT INFORMATION MONITORING SYSTEM (PIMS)
6. LIBRARY INFORMATION MANAGEMENT SYSTEM (KOHA)
7. DOCUMENT MANAGEMENT AND INFORMATION RETRIEVAL SYSTEM (DMIRS)
8. LEARNING MANAGEMENT SYSTEM (MOODLE)

Here are some general policy guidelines and parameters for departments and administrative unit data users:

1. *The college's data policies do not allow the distribution of data that is identifiable to a person outside the college.*
2. *Data from the College's Database including data collected by departments or individual faculty and staff, is for internal college purposes only.*
3. *One's role and function define the data resources that will be needed to carry out one's official responsibilities/rights. Through its data access policies the college makes information and data available based on those responsibilities/rights.*
4. *Data directly identifying a person and his/her personal information may not be distributed in any form to outside persons or agencies, including all government agencies and surveys and other requests for data. All such requests are to be forwarded to the Office of the College Superintendent.*
5. *Requests for information from any courts, attorneys, etc. are handled by the Office of the Superintendent and departments should never respond to requests, even with a subpoena. All*

*requests from law enforcement agencies are to be forwarded to the Office of the Superintendent for response.*

- 6. At no time may information, including that identified as 'Directory Information', be released to any outside entity for commercial, marketing, solicitation or other purposes. This includes organizations and companies which may be acting as agents for the college or its departments.*
- 7. All reports for UGC, MHRD and other government agencies will be prepared/compiled and submitted by the IQAC Coordinator of the College, with the help of other wings.*
- 8. Database users who repackage data for others in their unit must inform the recipients of the above data access issues.*
- 9. Tampering with the database by the department or individual user comes under violation of IT policy. Tampering includes, but not limited to:*
  - Modifying/deleting the data items or software components by using illegal access methods.*
  - Modifying/deleting the data items or software components deliberately with ulterior motives even by authorized individuals/ departments.*
  - Causing database or hardware or system software crash thereby destroying the whole of or part of database deliberately with ulterior motives by any individual.*
  - Trying to break security of the Database servers.*

Such data tampering actions by a member of the college community or outside members will result in disciplinary action against the offender by the college authorities. If the matter involves illegal action, law enforcement agencies will become involved.

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## ***RESPONSIBILITIES OF INTERNET/NETWORK UNIT***

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### ***A. Campus Network Backbone Operations***

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

### ***B. Physical Demarcation of Campus Buildings' Network***

1. Physical connectivity of campus buildings already connected to the campus network backbone is the responsibility of INTERNET UNIT.
2. Physical demarcation of newly constructed buildings to the "backbone" is the responsibility of INTERNET UNIT. It essentially means exactly at which location the fibre optic based backbone terminates in the buildings will be decided by the INTERNET UNIT. The manner in which the building is to be connected to the campus network backbone (whether the type of connectivity should be of fibre optic, wireless or any other media) is also the responsibility of INTERNET UNIT.
3. INTERNET UNIT 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 College 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 College's Internet links.

### **C. Network Expansion**

Major network expansion is also the responsibility of INTERNET UNIT. Every years, INTERNET UNIT reviews the existing networking facilities, and need for possible expansion. Network expansion will be carried out by INTERNET UNIT when the college makes the necessary funds available.

### **D. Wireless Local Area Networks**

1. Where access through Fiber Optic/UTP cables is not feasible, in such locations INTERNET UNIT considers providing network connection through wireless connectivity.
2. INTERNET UNIT is authorized to consider the applications of departments or divisions for the use of radio spectrum from INTERNET UNIT prior to implementation of wireless local area networks.
3. INTERNET UNIT is authorized to restrict network access to the Sections, departments, or divisions through wireless local area networks either via authentication or MAC/IP address restrictions.
4. INTERNET UNIT is authorized to restrict network access through login ID and Password



5. INTERNET UNIT is authorized to monitor the internet speed and other service conditions offered by the service provider.

#### E. Electronic logs

Electronic logs that are created as a result of the monitoring of network traffic need only be retained until the administrative need for them ends, at which time they should be destroyed.

#### F. Global Naming & IP Addressing

INTERNET UNIT is responsible to provide a consistent forum for the allocation of campus network services such as IP addressing and domain name services. INTERNET UNIT monitors **the network to ensure that such services are used properly.**

#### G. Providing Net Access IDs

INTERNET UNIT provides Net Access IDs to the individual users to enable them to use the campus-wide network and email facilities provided by the college upon receiving the requests from the individuals on prescribed proforma.

#### H. Network Operation Centre

INTERNET UNIT is responsible for the operation of a centralized Network Operation Control Centre. 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 INTERNET UNIT technical staff for problem resolution. Non-intrusive monitoring of campus-wide network traffic on routine basis will be conducted by the INTERNET UNIT. If traffic patterns suggest that system or network security, integrity or network performance has been compromised, INTERNET UNIT will analyse 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 offences are of very serious nature.

#### I. Network Policy and Technology Standards Implementation

INTERNET UNIT 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.

#### J. Scope of Service

INTERNET UNIT will be responsible only for solving the network related problems or services related to the network.

#### **K. Disconnect Authorization**

INTERNET UNIT will be constrained to disconnect any Section, department, or division from the campus network backbone whose traffic violates practices set forth 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, INTERNET UNIT endeavours 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, INTERNET UNIT provides the conditions that must be met to be reconnected.

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### ***Responsibilities of College Computer Centre***

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#### **A. Maintenance of Computer Hardware & Peripherals**

COMPUTER CENTER is responsible for maintenance of the college owned computer systems and peripherals that are either under warranty or annual maintenance contract, and whose responsibility has officially been entrusted to this Cell.

#### **B. Receiving Complaints**

COMPUTER CENTER may receive complaints from INTERNET UNIT, if any of the particular computer systems are causing network related problems. COMPUTER CENTER may receive complaints from the users if any of the computer systems or peripherals that are under maintenance through them is having any problems. The designated person in COMPUTER CENTER receives complaints from the users/INTERNET UNIT of these computer systems and coordinates with the service engineers of the respective brands of the computer systems to resolve the problem within a reasonable time limit.

#### **C. Scope of Service**

COMPUTER CENTER will be responsible only for solving the hardware related problems or OS or any other application software that were legally purchased by the college and was loaded by the company.

#### **D. Installation of Unauthorised Software**

COMPUTER CENTER or its service engineers should not encourage installing any unauthorized software on the computer systems of the users. They should strictly refrain from obliging such requests.

#### **E. Reporting IT Policy Violation Incidents**

If COMPUTER CENTRE or its service engineers come across any applications that are interfering with the network operations or with the IT policies of the college, such incidents should be brought to the notice of the INTERNET UNIT and college authorities.

#### **F. Reporting incidents related to Network Operations**

When the network port of any particular computer system is turned off due to virus or related activity that is affecting the network performance, the same will be informed to the COMPUTER CENTER by INTERNET UNIT. After taking necessary corrective action COMPUTER CENTER or service engineers should inform INTERNET UNIT about the same, so that the port can be turned on by them.

#### **G. Rebuilding the Computer System**

When the service engineers reformat the computer systems and re-install OS and other application software, care should be taken to give the same hostname, IP address, network Mask, gateway as it was having earlier. Further, after installing the OS all the patches/latest service pack should also be properly installed. In case of anti-virus software, service engineers should make sure that its latest engine and pattern files are also downloaded from the net.

Further, before reformatting the hard disk, dump of only the data files should be taken for restoring it back after proper re-installation. Under no circumstances, software files from the infected hard disk dump should be used to write it back on the formatted hard disk.

#### **H. Coordination with INTERNET UNIT**

Where there is an element of doubt as to a particular problem on the computer connected to the network is related to the network or the software installed or hardware malfunctioning, COMPUTER CENTER/service engineer may coordinate with INTERNET UNIT staff to resolve the problem with joint effort. This task should not be left to the individual user.

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## ***Responsibilities of Department or Sections***

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### **A. User Account**

Any Centre, department, or Section or other entity can connect to the College network using a legitimate user account (Net Access ID) for the purposes of verification of affiliation with the college. The user account will be provided by INTERNET UNIT, upon filling up the prescribed application form and submitting it to INTERNET UNIT. Once a user account is allocated for accessing the college's computer systems, network, mail and web services and other technological facilities, that account holder is personally responsible and accountable to the college for all the actions performed using that user account. Hence, users are advised to take reasonable measures such as using complex passwords, not sharing the passwords with others, not writing down the password at a place which is accessible to others, changing the passwords frequently and keeping separate passwords for Net Access Id and for email account ID to prevent unauthorised use of their user account by others. As a member of the college community, when using the college network facilities and its user account, it becomes the user's duty to respect the College's reputation in all his/her electronic dealings within as well as outside the College.

It is the duty of the user to know the IT policy of the college and follow the guidelines to make proper use of the college's technology and information resources.

### **B. Logical Demarcation of Department/ Section Networks**

In some cases, Section, department or Division might have created an internal network within their premises. In such cases, the Section, department, or division assumes responsibility for the network service that is provided on all such internal networks on the department or division side of the network backbone. The department or division is also responsible for operating the networks on their side of the network backbone in a manner that does not negatively impact other network segments that are connected to the network backbone. Each Section, department, or division should identify at least one person as a Point of Contact and communicate it to INTERNET UNIT and COMPUTER CENTER so that INTERNET UNIT or COMPUTER CENTER can communicate with them directly in case of any network/system related problem at its end.

### **C. Supply of Information by Section, Department, or Division for Publishing on /updating the Sacred Heart College Website**

All Departments or Divisions should provide updated information concerning them periodically. Hard copy of such information duly signed by the competent authority at Section, Department, or Division level, along with a softcopy to be sent to the webmaster operating from INTERNET UNIT. This policy is applicable even for advertisements/Tender notifications published in newspapers, and the events organized by Section, Department, or Division. Links to any web pages that have to be created for any specific purpose or event for any individual department or faculty can be provided by the webmaster upon receiving the written requests. If such web pages have to be directly added into the official web site of the college, necessary content pages (and images, if any) have to be provided by the respective department or individual in a format that is exactly compatible with the existing web design/format. Further, such requests along with the soft copy of the contents should be forwarded to the Webmaster well in advance.

### **D. Setting up of Wireless Local Area Networks/Broadband Connectivity**

1. This policy applies, in its entirety, department, or division wireless local area networks/ broadband connectivity within the academic complex. In addition to the requirements of this policy, school, departments, or divisions must register each wireless access point with INTERNET UNIT including Point of Contact information.
2. Obtaining Broadband connections and for using the personal computers/laptops should authenticate from the concerned NETWORK/INTERNET section.
3. School, departments, or divisions must secure permission for the use of radio spectrum from INTERNET UNIT prior to implementation of wireless local area networks.
4. School, 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.
5. As inter-building wireless networks are also governed by the College IT Policy, setting up of such wireless networks should not be undertaken by the Schools/Centres without prior information to INTERNET UNIT.

### **E. Security**

In connecting to the network backbone, department, or division agrees to abide by this Network Usage Policy under the College IT Security Policy. Any network security incidents are resolved by coordination with a Point of Contact (POC) in the originating department. If a POC is not available to contact, the security incident is resolved by disconnecting the offending computer from the network till the compliance is met by the user/POC.

#### **F. Preservation of Network Equipment and Accessories**

Routers, Switches, Fibre optic cabling, UTP cabling, connecting inlets to the network, Racks, UPS, and their batteries that are installed at different locations by the college are the property of the college and are maintained by INTERNET UNIT. Tampering of these items by the department or individual user comes under violation of IT policy. Tampering includes, but not limited to,

- Removal of network inlet box.
- Removal of UTP cable from the room.
- Opening the rack and changing the connections of the ports either at jack panel level or switch level.
- Taking away the UPS or batteries from the switch room.
- Disturbing the existing network infrastructure as a part of renovation of the location INTERNET UNIT will not take any responsibility of getting them rectified and such tampering may result in disconnection of the network to that segment or the individual, until the compliance is met.

#### **G. Additions to the Existing Network**

Any addition to the existing network done by Section, department or individual user should strictly adhere to the college network policy and with prior permission from the competent authority and information to INTERNET UNIT. College Network policy requires following procedures to be followed for any network expansions:

- All the internal network cabling should be as on 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 IT policy of the college. Managed switches give the facility of managing them through the web so that INTERNET UNIT can monitor the health of these switches from their location. However, the hardware maintenance of so expended network segment will be solely the responsibility of the department/individual member. In case of any network problem created by any computer in such a network, if the offending computer system is not locatable due to the fact that 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 INTERNET UNIT on request.

#### **H. Structured Cabling as a part of New Buildings**

All the new buildings that will be constructed in the academic complex here onwards should have the structured cabling included in their building plans like any other wiring such as electrical and telephone cabling, for LAN as a part of the building layout Plan. Engineering Branch may make provisions in their designs for at least one network point in each room. All such network cabling should strictly adhere to the structured cabling standards used for Local Area Networks.

#### **I. Campus Network Services Use Agreement**

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

#### **J. Enforcement**

INTERNET UNIT periodically scans the college network for provisos set forth in the Network Use Policy. Failure to comply may result in discontinuance of service to the individual who is responsible for violation of IT policy and guidelines.

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## ***Responsibilities of the Administrative Units***

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INTERNET UNIT needs latest information from the different Administrative Units and departments of the college for providing network and other IT facilities to the new members of the college and for withdrawal of these facilities from those who are leaving the college, and also for keeping the SACRED HEART COLLEGE website up-to-date in respect of its contents.

The information that is required could be broadly of the following nature:

- Information about New Appointments/Promotions.
- Information about Superannuation/Termination of Services.
- Information of New Enrolments.
- Information on Expiry of Studentship/Removal of Names from the Rolls.
- Any action by the college authorities that makes an individual ineligible for using the college's network facilities.
- Information on Important Events/Developments/Achievements.

Hard copy of the information that is supplied by the concerned administrative unit duly signed by competent authority along with its soft copy (either on mobile storage devices or mobiles or PDA or by email) should be sent to INTERNET UNIT so as to reach the above designated persons.

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## ***Guidelines on Computer Naming Conventions***

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1. In order to troubleshoot network problems and provide timely service, it is vital to be able to quickly identify computers that are on the campus network. All computer names on the campus network must use the College standard conventions. Computers not following standard naming conventions may be removed from the network at the discretion of INTERNET UNIT.
2. All the computers should follow the standard naming convention
3. Computer name will be in the combination of a serial number + Department Name + MAC Address

## ***Guidelines for running Application or Information***

### **Servers**

#### **Running Application or Information Servers**

1. Section/Departments may run an application or information server.
2. Individual faculty, staff or students on the SACRED HEART COLLEGE campus may not run personal, publicly available application or information servers (including content or services providing programs such as ftp, chat, news, games, mail, ISP, etc.) on the SACRED HEART COLLEGE network.

#### **Responsibilities for Those Running Application or Information Servers**

Sections/Departments may run an application or information server. They are responsible for maintaining their own servers.

- 1) Application or information server content and services must follow content guidelines as described in SACRED HEART COLLEGE Guidelines for Web Presence.
- 2) Obtain an IP address from INTERNET UNIT to be used on the server
- 3) Get the hostname of the server entered in the DNS server for IP Address resolution. The naming conventions mentioned in the IT policy should be followed while giving the host names.
- 4) Make sure that only the services that are essential for running the server for the purpose it is intended for should be enabled on the server.
- 5) Make sure that the server is protected adequately against virus attacks and intrusions, by installing the appropriate software such as anti-virus, intrusion prevention, personal firewall, anti-spam etc.
- 6) Operating System and the other security software should be periodically updated.

Sections/Departments may run an application or information server provided they do the following:

1. Provide their own computer, software and support staff
2. Provide prior information in writing to INTERNET UNIT on installing such Servers and obtain necessary IP addresses for this purpose. For general information to help you decide whether or not to run a department or organization web server, contact the INTERNET UNIT.

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## ***Guidelines for Desktop Users***

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These guidelines are meant for all members of the SACRED HEART COLLEGE Network User Community and users of the College network. Due to the increase in hacker activity on campus, College 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 Antivirus (PC) or Quick Heal and should retain the setting that schedules regular updates of virus definitions from the central server.  
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 on-going basis. The frequency will be a balance between loss of productivity (while patches are applied) and the need for security. We recommend a once a week cycle for each machine.
2. Whenever possible, security policies should be set at the server level and applied to the desktop machines.
3. All OS 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:
  - must be minimum of 6-8 characters in length
  - Must include punctuation such as! \$ % & \* , . ? + - =
  - must start and end with letters
  - must not include the characters # @ ' " \
  - must be new, not used before
  - Avoid using your own 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.
  - Do not leave 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 should activate the built-in firewall.
  8. All users should consider 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). 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.
  10. Do not install Microsoft IIS or turn on any of its functions unless absolutely necessary.
  11. 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.
  12. In addition to the above suggestions, INTERNET UNIT recommends a regular backup strategy. It should be noted that even with all the procedures listed above, there is still the possibility of a virus infection or hacker compromise. Backing up data on a regular basis (daily and/or weekly) will lessen the damage caused by the loss of a machine.
  13. If a machine is compromised, INTERNET UNIT will shut the port off. This will isolate the computer, until it is repaired as per the guidelines. At that time, the port will be turned back on.
  14. For departments with their own subnets and administrators, standard filters can be applied at the subnet level. If a department has its own servers, INTERNET UNIT technical personnel can scan the servers for vulnerabilities upon request.

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## ***Video Surveillance Policy (CCTV)***

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### **1. The system**

1.1 *The system comprises: Fixed position cameras; Pan Tilt and Zoom cameras; Monitors; Multiplexers; digital recorders; SAN/NAS Storage; Public information signs.*

1.2 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.

1.3 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.

1.4 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.

## 2. Purpose of the system

2.1 The system has been installed by college with the primary purpose of reducing the threat of crime generally, protecting universities 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:

2.1.1 Deter those having criminal intent

2.1.2 Assist in the prevention and detection of crime

2.1.3 Facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order.

2.1.4 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.

2.1.5 In the case of security staff to provide management information relating to employee compliance with contracts of employment

The system will not be used:

- To provide recorded images for the world-wide-web.
- To record sound other than in accordance with the policy on covert recording.
- For any automated decision taking

## 2.2 Covert recording



2.2.1 Covert cameras may be used under the following circumstances on the written authorisation or request of the Senior officer and where it has been assessed by the Head of Security and Facilities Services and the Data Protection Officer. That informing the individual(s) concerned that recording was taking place would seriously prejudice the objective of making the recording; and, That there is reasonable cause to suspect that unauthorised or illegal activity is taking place or is about to take place.

2.2.2 Any such covert processing will only be carried out for a limited and reasonable period of time consistent with the objectives of making the recording and will only relate to the specific suspected unauthorised activity.

2.2.3 The decision to adopt covert recording will be fully documented and will set out how the decision to use covert recording was reached and by whom.

### **3. The Security Control Room**

3.1 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.

3.2 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, with the permission of the Principal.

3.3 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 Principal of the College. 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.

3.4 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.

### **4. Security Control Room Administration and Procedures**

4.1 Details of the administrative procedures which apply to the Control Room will be set out in a Procedures Manual, a copy of which is available for inspection by prior arrangement, stating the reasons for the request.

4.2 Images of identifiable living individuals are subject to the provisions of the Prevailing Data Protection Act; the Control Room Supervisor is responsible for ensuring day to day compliance with the Act. All recordings will be handled in strict adherence to this policy and the procedures set out in the Procedures Manual.

5. 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.

## 6. Recording

6.1 Digital recordings are made using digital video recorders operating in time lapse mode. Incidents may be recorded in real time.

6.2 Images will normally be retained for fifteen days 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.

6.3 All hard drives and recorders shall remain the property of college until disposal and destruction.

## 7. Access to images

7.1 All access to images will be recorded in the Access Log as specified in the Procedures Manual

7.2 Access to images will be restricted to those staff need to have access in accordance with the purposes of the system.

7.3. Access to images by third parties

7.3.1 Disclosure of recorded material will only be made to third 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
- Relevant legal representatives
- The media where the assistance of the general public is required in the identification of a victim of crime or the identification of a perpetrator of a crime
- 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.

#### 7.4 Access to images by a subject

CCTV/IP Camera digital images, if they show a recognisable person, are personal data and are covered by the Data Protection Act. Anyone who believes that they have been filmed by C.C.T.V. /IP Camera is entitled to ask for a copy of the data, subject to exemptions contained in the Act. They do not have the right of instant access.

7.4.1 A person whose image has been recorded and retained and who wishes access to the data must apply in writing to the Data Protection Officer. Subject Access Request Forms are obtainable from the Office.

7.4.2 The Data Protection Officer will then arrange for a copy of the data to be made and given to the applicant. The applicant must not ask another member of staff to show them the data, or ask anyone else for a copy of the data. All communications must go through the college Data Protection Officer. A response will be provided promptly and in any event within forty days of receiving the required fee and information.

7.4.3 The Data Protection Act gives the Data Protection Officer the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders.

7.4.4 All such requests will be referred to the Security Control room Supervisor or by the Data Protection Officer.

7.4.5 If it is decided that a data subject access request is to be refused, the reasons will be fully documented and the data subject informed in writing, stating the reasons.

### 8. Request to prevent processing

8.1 An individual has the right to request a prevention of processing where this is likely to cause substantial and unwarranted damage or distress to that or another individual.

8.2 All such requests should be addressed in the first instance to 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.

## **APPENDIX I**

### **Campus Wi-Fi / Network Services 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 Sacred Heart College. Failure to comply with these policies may result in the termination of your account/IP address. It is only a summary of the important IT policies of the college. The user can have a copy of the detailed document from the Intranet.

(<http://www.shcollege.ac.in/policies/?display=it-policy>)

A Net Access ID is the combination of a username and a password whereby you gain access to college computer systems, services, campus networks, and the internet.

#### **I. 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 College. Students, staff and faculty who leave the College will have their Net Access ID and associated files deleted. 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.

#### **II. Limitations on the use of resources**

On behalf of the College, INTERNET UNIT 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.

#### **III. Computer Ethics and Etiquette**

The user will not attempt to override or break the security of the College 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 email, and campus computing resources. The use of these resources must comply with College policy and applicable. 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 College policy prohibiting sexual harassment,
- (3) May not be used for commercial purposes,
- (4) Should not appear to represent the College without appropriate permission, or to 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 if transferred violate laws,
- (7) May not contain scripts or code that could cause a security breach or permit use of resources in opposition to College policy, and
- (8) WWW pages should clearly show identifying information of the owner of the page and we suggest that it also shows date of last revision and an address (e-mail or postal) for correspondence. INTERNET UNIT equipment does not support use of scripting in individual pages.

#### **IV. Data Backup, Security, and Disclaimer**

INTERNET UNIT 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 makes 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, INTERNET UNIT 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 SACRED HEART COLLEGE, harmless for any such liability or expenses. SACRED HEART COLLEGE retains the right to change and update these policies as required without notification to the User.

## **V. Account Termination and Appeal Process**

Accounts on SACRED HEART COLLEGE network systems may be terminated or disabled with a short/without 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, INTERNET UNIT will make an attempt to contact the user (at the phone number they have on file with INTERNET UNIT) 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 INTERNET UNIT of the same. But, if the termination of account is on the grounds of wilful breach of IT policies of the college 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 Director INTERNET UNIT, 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 college 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. However, the Internet Unit of the Appeals Board is final and should not be contested. Users may note that the College'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 College authorities

## APPENDIX II



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# SACRED HEART COLLEGE

(AUTONOMOUS), THEVARA, KOCHI 682 013

SOFTWARE MANAGEMENT TEAM

**Application for Net Access ID Allocation**

Date:

### Details to be filled

1. Name of the Applicant : Prof./Dr./Mr./Ms./ .....
2. Department / Room No. : .....
3. Contact Telephone No. : .....
4. Designation : .....
5. Whether the appointment is permanent? : Yes/No
6. If No, appointment valid up to : .....
7. Net Access : .....
8. ID allocated : .....
9. Name of account holder : .....
10. Account : .....
11. Valid Up to : .....
12. Net Access : .....
13. ID allocated : .....
14. Name of account holder : .....
15. Account Valid Up to : .....

---

INTERNET UNIT Office Use only

Net Access ID allocated by INTERNET UNIT

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### APPENDIX III



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## SACRED HEART COLLEGE

(AUTONOMOUS), THEVARA, KOCHI 682 013

### INTERNET UNIT

#### Application for Wi-Fi Network Access Account Allocation for Students.

Date: Mr./Ms..... is a bonafide student of this department and the information given above by him/her is correct as per our records. He/she may be given access to Wi-Fi

---

#### Applicant's copy

##### Details to be filled

1. Name of the Applicant : Mr./Ms.....
2. Department Name : .....
3. Roll No. / Seat No. / PRN : .....
4. Course Name : .....
5. Duration of the course : ..... Semesters
6. Date of joining the Course : \_\_/\_\_/\_\_\_\_
7. Net Access device : Laptop / Mobile / Tablet
8. MAC address (Please get help of Internet Unit, if you cannot find)

Signature of the Applicant

Signature and seal of Head of the Department

---

#### INTERNET UNIT Office Use only

MAC id verified:

Network Access ID allocated by INTERNET UNIT

Net Access ID allocated YES / NO

Account Valid From: / / 2020 to / / 2021

Co-ordinator, SOFTWARE MANAGEMENT TEAM

APPENDIX IV



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**SACRED HEART COLLEGE**

(AUTONOMOUS), THEVARA, KOCHI 682 013

**REQUEST FORM FOR OFFICAL E-MAIL ACCOUNT**

**Faculty/Administrative Staff/Research Scholar/Student**

1. Full Name :
2. Designation/ Register Number :
3. Department :
4. Mobile Phone :
5. Personal E-mail ID :
6. Please specify the E-mail Account Name you wish to have

Option One -----@shcollege.ac.in

Option two -----@shcollege.ac.in

Option three -----@shcollege.ac.in

Date:

Signature of the Applicant

**For Office Use**

The following email ID is created for Prof./Dr./Mr./  
Ms .....  
.....on.....

@mail.shcollege.ac.in

Signature on Behalf of Co-ordinator, SOFTWARE MANAGEMENT TEAM

I have read

APPENDIX V



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SACRED HEART COLLEGE

(AUTONOMOUS), THEVARA, KOCHI 682 013

REQUEST FORM FOR INTERNET CONNECTIVITY

FACULTY/ADMINISTRATIVE STAFF / RESEARCH SCHOLAR/ STUDENT

(USE BLOCK LETTERS ONLY)

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

Declaration

- 1 The above information furnished by me is correct, and I undertake to abide by the rules and regulations of the College for proper use of email facility for my research work purpose.
- 2 I have Read and Accept the Terms and Conditions laid out in the Campus Network Services Use Agreement.

Date:

SIGNATURE

(For Office Use)

Application for email account recommended by

Signature, Name & Stamp of  
Head of the Department/ Dean



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