1. Preamble

Jagat Guru Nanak Dev Punjab State Open University, Patiala has been established by the State Legislature Act No. 19 of 2019 as the first Open University in the state of Punjab. The University Endeavour to open new vistas for the education and employment seekers through its extensive network of its existing Learner Support Centre. JGND PSOU believes in providing education for all and has been extending its online outreach to learners in jail, rural/ remote areas, PwD, SC/ST Learners. JGND PSOU has implemented many recommendations of National Education Policy (NEP) of Government of India by focusing on learner-centred approach to teaching and learning and promoting online and digital mode of programme delivery. University is moving ahead in introducing various UG/PG and new skill based courses. The University is a multidisciplinary university with full-time faculty in its six school of learning. University aims to provide high quality, innovative, accessible and need-based programmes to all those who aspire to attain higher education.

2. Need for IT Policy

Information Technology (IT) plays a vital role in open and distance learning (ODL) to meet the requirements and expectations of the learners' in large scale. The purpose of this Policy is to express the commitment of Jagat Guru Nanak Dev Punjab State Open University to provide and maintain a secure, effective and reliable IT infrastructure to support the University's operations, protection of computer, email and network usage of all individuals associated with Jagat Guru Nanak Dev Punjab State Open University. As, most of the information is used and shared in a digital format by learners, teachers and staff, both within and outside the University, an increased effort must be made to protect the information and the resources that support it. Inappropriate use makes the university vulnerable to risks such as virus attack, misuse/commercial usage of official emails, compromise of network systems and services etc. Access to the information technology environment at Jagat Guru Nanak Dev Punjab State Open University is a privilege and must be treated as such by all users. Staff and other users are expected to be positive members of the University community, which extends to cyberspace, by following all University policies. Jagat Guru Nanak Dev

Punjab State Open University provide all faculty, students and staff with a modem, fully networked computing and IT environment for academic use. In case of complaints, appropriate action to be taken will be decided and taken by Jagat Guru Nanak Dev Punjab State Open University Authorities. The IT department should ensure the internet facilities to be provided to every Member of the board of the University.

Applicability

This Policy applies to one and all who accesses University Information Technology Resources, whether associated with the University or not, whether on campus or from remote locations, including but not limited to

- Employees (Permanent/ Temporary/ Contractual)
- Academic Staff
- Administrative Staff (Non-Technical / Technical)
- Higher Authorities and Officers
- Learners
- Guests & Visitors

Violations to this policy will be subject to disciplinary action, up to and including loss of privileges and/or expulsion, and may be at risk for civil or criminal prosecution against the offender by the University authorities. All violations will be handled in accordance with Jagat Guru Nanak Dev Punjab State Open University policies and procedures. If the case involves illegal action, law enforcement agencies may be involved.

The IT policy of Jagat Guru Nanak Dev Punjab State Open University, Patiala includes the following –

2.1 Services to be provided by the IT Cell -

The IT department shall provide the following services –

a) Providing computing/ IT resources to the Faculty, associated departments and other liable members of the organization.
b) Providing necessary support to the users who have been issued and allotted resources in the organization for IT related services.
c) Set-up and maintain the LAN and WiFi. Facilitate Internet, email services etc. to all University users.

d) Maintain the University websites.
e) Assist the Administration in the process of Selection and Procurement of Computing Resources.
f) Organize training programs for the faculty and staff from time-to-time.
g) Up-gradation of IT infrastructure and Implementation of various software /websites /portals for smoothening the process.
h) Conducting Skill Tests for recruitments.
i) Providing resources for conducting online examinations.
j) Maintaining website and databases for various Academics as well as examination purposes.

2.2 Procurement of IT Infrastructure

The computing resources shall be procured by the IT Cell for the University and the process of procurement of the computing resources by the IT Cell shall be as follows:

The specifications for the computing resources shall be worked out by the IT Cell in coordination with Intender. The purchase process shall be as per university norms.

2.3 Maintenance of IT Infrastructure

The post-warranty maintenance of the computers, servers and other IT equipments shall be carried by the IT Cell. A small buffer of necessary IT equipment's shall be maintained for temporary replacement in critical usage cases.

2.4 Networking facilities

The LAN and Wi-Fi facility shall be provided and maintained by the IT Cell. The LAN facility shall cover all the academic departments, administrative departments, constituent campuses, offices, hostels, and the residential area with the approval of competent authority. The Wi-Fi facility shall be provided in the entire campus in phased manner. Appropriate technologies shall be used for the networking. The procurement, installation, administration and maintenance of the networking equipment shall be the responsibility of the IT Cell.

2.5 Development, Maintenance and Upgradation of Software

There shall be a mechanism for development, maintenance and upgradation of the software/website/web portals etc. The software should be hosted and managed through IT Cell. Optionally, the software/website/web portal can be developed/ managed through department itself with the approval of competent authority. The user departments should take the responsibility to submit a Software Requirement Specification (SRS) describing any need for new software or upgradation of existing software or maintenance, and the stipulated time frame for the service (i.e., urgency). The IT Cell will consider the SRS and either recommend third party service or take up the task for in-house service. For in-house tasks, the IT Cell members may directly carry out the task or may engage other members. Optionally, external professionals may also be hired. The same may be validated from the intender department and should provide the user acceptance. The IT Cell shall also be responsible for maintaining the University Website(s). One of the IT Cell members shall act as the Web Master. Software procured or developed should be properly documented and maintained in-house. Tailored software, developed by third parties must provide the full source code of the software. The source codes of software developed in-house both by the software professionals or students must be available and maintained by the IT Cell personnel. The software packages that have already been procured or developed in-house will be distributed to different user departments based on the user requirement assessment.

2.6 Green Computing Practices

Due to growing concern in environmental responsibility, the computing resources should be used efficiently. The following green computing practices shall be adopted.

(i) Obsolete equipment disposal by following "**Upgradation and disposal of obsolete or unusable IT infrastructure**" policy.
(ii) Use of certified energy efficient and environment friendly equipment.
(iii) Sharing printers over network.
(iv) Keeping monitors in sleep mode or turn off mode when not in use.
(v) Activating power management feature on computers and peripherals.

(vi) Use of email for circulation of office documents and memos.

(vii) Reduce paper waste by printing as little as possible and using double-sided printing wherever possible.

(viii) Refilling of toner cartridge and buying backup of batteries from authorized vendors.

2.7 Disposal of obsolete or unusable IT infrastructure

There shall be a central disposal committee as per university norms to assess the status of the IT resources. The committee shall prepare "Upgradation and disposal of obsolete or unusable IT infrastructure" policy. A member of the concerned department shall be a special invitee. The committee shall assess the status of the resources periodically and shall be empowered to declare a computing resource as obsolete and to recommend its disposal. The resources tagged as obsolete will be replaced by state-of-the-art resources, subject to availability of funds, without affecting the work of users.

2.8 Access Control and Usage of IT infrastructure

In respect of access control and usage of IT infrastructure the University policy shall be as follows:

The University shall have the right to control the access to the various computing resources and databases in the University.

1. Accessing undesirable/illegal/harmful/copyright in fringing materials using the University computing resources is prohibited. The access to those materials/websites shall be blocked to the extent possible. Log of accesses to websites of doubtful nature shall be maintained and scanned from time-to-time.

2. Users are expected to respect the privacy of other users and they may not allow any other person to use their password or share their account. It is the users' responsibility to protect their account from unauthorized use by changing passwords periodically and using passwords that are not easily guessed. Sharing of passwords for any purpose whatsoever is strictly prohibited.

3. Any attempt to circumvent system security, guess others' passwords, or in any way gain unauthorized access to local or network resources is forbidden. Users may not use another person's computing account attempt to forge an account identity, or use a false account or e-mail address.

4. Downloading and installing of new software has to be done with the explicit consent of the respective facility in-charges. Installation of unlicensed software on university facilities, or on individual machines connected to the University network, is prohibited and is the sole responsibility of users.

5. To the extent possible, users are expectd to use only their official email addresses provided by university for official communications with other members of the University.

6. Recreational downloads and peer to peer connections for recreational purposes are not allowed unless it is academic requirement.

7. Users are expected to take proper care of network equipment, and are expected to report any malfunction to the staff on duty or to the IT cell.

8. Playing of Games in University laboratories or using University facilities for same is prohibited.

9. The users shall maintain discipline and shall not cause any damage to any resources provided by the university.

10. Every user shall sign a user acceptance document assuring to abide by the above rules at the time of applying for Internet user login account. With the approval of competent authority disciplinary action shall be initiated against a user violating any of these rules and shall block his/her access to the resources in the IT Cell.

2.9 Risk Management of IT infrastructure

With growing dependency on IT infrastructure, the threats and vulnerabilities to IT infrastructure are of great concern today. IT infrastructure faces several risks and the risk exposure may vary from time to time. It is necessary to perform IT infrastructure risk assess mention on regular basis. The University shall follow the risk management policies as given below:

(i) Periodic and scheduled back up of detain geo graphically separated location

(ii) Keeping IT infrastructure under surveillance at critical locations

(iii) Use of fire alarm, smoke alarm and fire extinguisher

(iv) Earth quake resistant buildings

(v) Use of Anti-virus tools for protecting sewers, desktops and network devices from malwares

(vi) Regular updating of software with security patches

(vii) Regular updating of firewall

2.10 IT Infrastructure Committee

There shall be a IT Infrastructure Committee consisting of one representative from each of the user departments with the Vice-Chancellor/VC Nominee as the chairman and the HoD/ In-charge of the IT Cell as its convener. The committee shall meet at least once in a semester to review the functioning of the IT infrastructure and to take major operational and policy decisions.

2.11 e-Content development and Management

IT Cell will create technology enhanced learning resource centre at Jagat Guru Nanak Dev Punjab State Open University to enhance quality of teaching and capture the digital content in a high quality format with less manpower. It will encompass entire digital content development cycle from production to consumption by the end user. All the policies related to usage of learning resource centre will be finalized by committee with approval of competent authority.

2.12 Violation of IT Policy

Violations of policy will be treated as academic misconduct, misdemeanor or indiscipline as appropriate. Depending upon the nature of the violation, the university authorities may fine/or and take an appropriate action as per penal provisions under Indian laws. The policy may change as and when it is considered appropriate and new policies or the changes in policy will take effect immediately after a brief announcement by any means, e-mail, printed notices.