



# MERCY COLLEGE, PALAKKAD

Affiliated to University of Calicut  
Re-accredited by NAAC with 'A' Grade (IV Cycle)



FM-2/9 805



## CAMPUS ADDRESS

**Mercy College, Pallipuram PG, Palakkad, Kerala, 678006**

# Mercy College IT Policy

## Goal of IT Policy

- To uphold, protect, and ensure the lawful and proper use of the Information Technology infrastructure set up by the college.
- To formulate college-wide strategies and assign responsibilities for safeguarding the information assets that the college accesses, creates, manages, and/or controls..
- To serve as a guide for stakeholders in utilizing the college's computing resources, including computer hardware, software, email, information resources, and intranet and Internet access facilities.
- To establish guidelines and offer information regarding acceptable and prohibited actions or policy violations.

## Scope of IT Policy

The Institution's IT Policy is applicable to technology, managed either centrally by the college or by individual departments, as well as to information services offered by the college administration, individual departments, or members of the college community

- This policy also extends to resources managed by the departments, such as Library, Computer Labs, Laboratories, and Administrative Offices of the College.
- Additionally, all faculty, students, staff, departments, authorized visitors, visiting faculty, and others who are permitted to use the college's IT infrastructure must adhere to the Guidelines.
- The IT policies primarily focus on the following areas:
  - IT Hardware Installation and Maintenance Guidelines
  - Software Installation and Licensing Guidelines
  - Network (Intranet & Internet) Use Guidelines
  - E-mail Account Use Guidelines
  - Web Site Hosting Guidelines
  - College Database Use Guidelines
  - Role of Network/System Administrators

## **Guidelines for IT Hardware Installation and Maintenance**

- System Administrators are responsible for installing and maintaining IT hardware
- Faculty and departments can request IT hardware based on their academic needs
- The procurement of IT hardware should be initiated according to stock availability and departmental requests
- The Stock Register must be updated promptly upon the acquisition of IT hardware
- Installation and maintenance services for IT hardware are provided only after obtaining approval from the relevant Head of the Department and the Principal
- System administrators should conduct regular maintenance of computer systems, and these activities must be documented in the Maintenance Register
- Any movement of IT hardware within or outside the college should be recorded in the Movement Register.
- Major e-waste, such as decommissioned instruments, CRTs, printers, computers, and batteries, should be sold annually
- The faculty or the Departments are solely responsible for the IT Hardware provided to them, and any damage or loss or theft need to be addressed by them only.

## **Guidelines for Software Installation and Licensing**

- The college IT policy permits the installation of authorized and open-source software on college computers.
- Any breach of this policy will result in the department or individual being held accountable.
- Open-source software should be utilized on systems whenever feasible..
- Systems must have licensed software installed
- Antivirus software must be acquired and installed on systems.
- System administrators should regularly back up data and store it on an external hard drive.
- Software used for academic and administrative functions must comply with ISO standards.

## **Guidelines for Network (Internet & Intranet) Use**

- Employees or students are strictly forbidden from altering the IP address of any computer.
- Only System Administrators are authorised to configure a network.
- Internet and Wi-Fi resources should only be utilized for administrative and academic purposes; departments and people connecting to the college network via the LAN may only operate server software after informing the system administrators.

## **Guidelines for Using Email Accounts**

- Each faculty member has access to an email.
- Academic and official purposes should be the main uses of the email system, with personal use being restricted.
- Faculty should not intercept or attempt to break into other people's email accounts, since this violates their privacy; using the email system for illicit or commercial reasons is a clear violation of the college IT policy, and may result in the faculty's termination.
- It is ultimately the duty of each individual to ensure that their email account is free from violations of the college's email usage policy; impersonating another person's email account will be considered a significant offense under the college's IT security policy.

## **Guidelines for Web Site Hosting**

- Stakeholders should access academic and administrative information on the college website.
- The Website Updating Committee will be in charge of maintaining and updating the website's content.
- Keep the pages current. Before posting pages or links on the Internet, proofread them. You should also test and update links on a regular basis.
- The website's material should be accurate and understandable.
- Every department needs to have an official webpage. The College Web Site Creation Guidelines must be followed by official websites.

- To support e-learning, faculty can upload course materials, syllabi, resource materials, and other things online by linking LMS to the website.
- The Website Updating Committee must take the appropriate precautions to ensure the safety of the data stored on the website.

## **Guidelines for Using College Databases**

- Under the College's e-Government, the databases that the administration maintains need to be safeguarded.
- Individuals or departments contribute parts of the data that make up the college's database; the college is the data owner of all institutional data created within the college.
- Some of that data may be under their custodianship responsibilities.
- Data from the College's database, including data gathered by departments or individual faculty and staff, is only used for internal purposes.
- The college's data policies prohibit the distribution of data that can be identified to a person outside the College.
- The data resources required to fulfil one's official duties and rights are determined by one's role and function. The College provides information and data in accordance with those rights and duties through its data access rules.
- **No third party, including any government agency, may receive any type of data that directly identifies an individual or his or her personal information, including surveys or other data requests. All such requests must be sent to the College's IQAC Office.**
- **The Office of the College handles information requests from courts, lawyers, etc., and departments are never required to reply to requests, even if they are subpoenaed. All inquiries from law enforcement must be sent to the College's IQAC Office for consideration.**
- It is against the institution's IT policy for a department or individual user to alter the database. This includes, but is not restricted to, tampering.

- If any member of the College violates any of the IT policies established by the college, the authorities may even take disciplinary action against the offender. Law enforcement agencies may become engaged if there is unlawful activity involved.

### **Network and System Administrators' Duties**

- To plan the college network and handle backbone functions
- To assess the current networking infrastructure and determine whether it needs to be expanded
- To adhere to global naming and IP addressing guidelines.
- Maintaining and configuring wireless local area network
- To set up and maintain the IT infrastructure in classrooms, labs
- To receive and respond to grievances from college network users
- To investigate the upkeep of networking equipment, peripherals, and computer hardware..
- To deter users from installing any illicit software on their computers. They must rigorously avoid complying with such solicitations.

### **E-waste Management**

- To create an environmentally friendly campus, the institution has implemented a number of E-waste Management programs
- E-Waste Management: Electronic devices are to be used to their full potential; minor repairs are to be fixed by lab assistants and instructors; major repairs to be handled by the technical assistant and repurposed
- Major e-waste, including computers, printers, CRTs, and written-off instruments and equipment, to be sold out.
- The suppliers are to recharge, repair, and swap UPS batteries.

- Electronic devices, circuits, and kits to be regularly written off before being sold to buyers; all other e-waste, including CDs, batteries, fluorescent bulbs, PCBs, and other electronic items, to be gathered from every department and office and delivered for safe disposal
- The institution has implemented awareness programs to educate students about e-waste management practices.