Ramakrishna Mission Residential College (Autonomous)

Affiliated to Calcutta University

Re-accredited by NAAC with 'Grade A'
College with Potential for Excellence
DST recognised Scientific Industrial Research Organisation

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Information Technology and E-Governance Policy

Implemented from 2016-2017session

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Purpose and Scope

The Ramakrishna Mission Residential College (RKMRC or the College) is committed to providing Information and Communication Technology (ICT) resources to support, enable and enhance its activities.

This policy:

- outlines acceptable use (and misuse) of RKMRC ICT resources;
- supports RKMRC through effective provisioning and management of ICT resources; and
- best IT practices followed in the institution
- seeks to protect RKMRC's reputation and safeguard its resources.

This policy applies to users of RKMRC ICT resources including, but not limited to:

- Students;
- Staff;
- Contractors and consultants;
- Visitors;
- Affiliates and third parties.

Users that are connected to RKMRC networks or services must comply with this policy, irrespective of location or device ownership (e.g. personally-owned computers, mobiles).

Principles and Key Requirements

ICT is of critical importance to RKMRC activities. All users of RKMRC ICT resources are expected to use these facilities and services appropriately and reasonably.

ICT Resources

Each department will have its own laboratory for conducting its own practicals as per the curriculum.

The users in the college will have accessibility to wifi connection and the bandwidth of the internet connection should suffice the requirements of the students, and staff.

In today's ICT world, there are numerous valid reasons to use Open Source software. In addition to costs and independence from software vendors (vendor lock-in), the high-quality software, competitive features and technical capabilities as well as adaptability are important features of Open Source software . The college encourages students to use of Open Source software such as Linux, Libreoffice, Inkscape, GNU tools, R, Python, Latex in their academic pursuits.

Some of the benefits of Open Source software include:

- high-quality, stable source code
- high performance and enhanced security
- Global communities ensure further development and promote a high level of innovation
- Security gaps are quickly discovered and closed

CCTV Surveillance systems will be installed at key areas within the college building and campus such as entrances, corridors, and examination halls.

IT helpdesk will have a centraised online ticketing system where college staff and students can submit their IT issues/queries/requests from anywhere and at any time. Such a system will ensure good tracking and delegation of the roles and reponsibilites. However, in case of emergencies they can call the IT staff directly.

The college will have its own student ERP which includes but not limited to features such as:

- Admission management system
- Examination management system
- Students Attendance
- Asset Management system

Risk Mitigation

The college ICT department will follow the best practices recommended by system administrators from the ICT Industry such as:

- firewall installation

- periodic data backups

- network segmentation

- standby servers for critical applications

ICT Services & Responsibilities

ICT staff is responsible for:

- provisioning ICT resources (e.g. user accounts, file storage, access to systems, printers, scanners);
- attending to IT requests and queries on a day-to-day basis
- monitoring the use of resources to determine violations of authorised use;
- technical enforcement of this policy including –
  - preventing and monitoring access to inappropriate content;
  - suspending user access when required and approved by Administration;
- complying with local standard operating procedures where applicable.

The college has a three tier IT Service Management System:

1. A two-member team (college staff) coordinated by the Vice-Principal looks after the maintenance of the IT service at the primary level on a day-to-day basis.

2. A more comprehensive IT service is provided by Vision Edge Solution, an external company, on a need basis depending on the magnitude and complexity of the maintenance/work involved . Annual maintenance contracts are undertaken for certain ICT infrastructure such as photocopier machines and PBX.

3. Problems affecting IT products under warranty are referred to the concerned manufacturing companies for redress.

Misuse of UQ ICT Resources

The College Administration may authorise an investigation into alleged misuse. If allegations are deemed to be valid and of a serious nature, evidence of misuse will be reported to the appropriate body. A formal disciplinary action may be taken against the person violating the rules.

Security Measures

Security issues related to ICT are handled with the following measures:

1. All confidential data are password protected

2. Data related to the accounts section, the examination section and the library are backed up separately.

3. The general network service is password protected

4. Making all users aware of keeping their passwords and other confidential data private.

5. The LAN systems are firewall protected. Additional firewalls on the PC can also be enabled for enhanced security.

6. Installation of Antivirus Softwares (Microsoft Security Essential, Quick Heal, Kaspersky, MacAfee)

E-Governance

For quick and effective information exchange and dissemination, the college will implement e-governance platform wherever it is applicable and feasible. Such implementations include but not limited to:

- For safety and security reason, the examination department will have separate ERP exclusively for the maintenance of academic records of the students.

- Accounts Department will work with a dedicated accounting software (such as Tally ERP) accessable only to the Accounts Department..

- Administration may use to some extent Examination ERP and Moodle, a free and open-source learning management system.

- Notifications and other administrative communications may be done through e-mail and other digital mode available.

Upgrade of ICT Infrastructure

The plans and strategies for deploying and upgrading the IT infrastructure are guided by the requirements placed by the students, researchers, teachers and office staff.

Issued by
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