

Information and Communication Technology (ICT) Policy

Central University of Gujarat Gandhinagar

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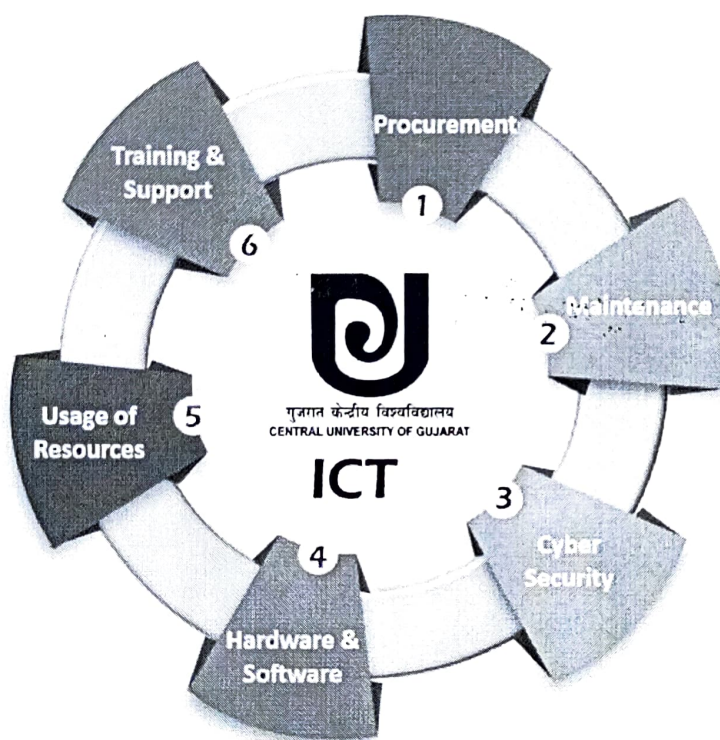


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1. EXECUTIVE SUMMARY

Information and Communication Technology (ICT) is an umbrella term that encompasses various communication technologies such as internet and other digital media which facilitate access to information. The Information and Communication Technology Policy (ICT Policy) is an expression of broad intent and plan of action for putting ICT use effectively in all activities of the CUG. The Central University of Gujarat is committed and deeply engaged in the application of ICT to enhance administrative efficiency, to optimise learning experiences and to innovate in the field of education and technology.

Therefore, ICT of Central University of Gujarat has taken an initiative to propose a Comprehensive ICT Policy to be implemented across entire CUG.



The ICT Policy Framework, as described below, will help CUG mainly in strategic planning, change management and learning process development. Following are the objectives of the ICT Policy.

1.1 Objectives

The key objectives and deliverables of the ICT Policy are to

- Protect the information systems managed by the ICT from security threats and mitigate risks that cannot be directly countered, ensuring the confidentiality, integrity, and availability of university data.
- Ensure that all members of the University are aware of and able to comply with prevailing laws and acts of GOI related to information security, data protection, and privacy.
- Educate and empower all users to understand their personal responsibilities in protecting the confidentiality and integrity of the data they access, and to comply with this policy and other supporting policies.

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- Safeguard the reputation and working of the University by ensuring its ability to meet its legal obligations and to protect it from liability or damage through misuse of its IT facilities, including data breaches or unauthorised access.
- Promote a culture of continuous improvement in ICT security by conducting timely reviews of policies and procedures in response to feedback, changes in legislation, emerging threats, and other factors, in order to enhance ongoing security measures and practices.

1.2 Scope of the ICT Policy

This policy applies to people, will be referred to as ‘users’ henceforth in this Policy, using the CUG ICT Resources including, as defined in the following section 1.3 of Terms and Abbreviations.

- All members of the CUG, including teaching and non-teaching staff, students, volunteers, contractors, and any other individuals with access to university information systems.
- All third parties who interact with university information, including vendors, partners, contractors, consultants, and other external entities.
- All systems used to store, process, or transmit University information, including but not limited to computers, servers, laptops, mobile devices, networks, databases, cloud services, and any other IT infrastructure owned, operated, or used by the University.

This policy is applicable to all individuals and entities mentioned above, and compliance with this policy is mandatory to ensure the protection and security of university information and systems.

1.3 Terms and Abbreviations

Terminologies as used in this policy are as follows:

1. A **“User”** or **“Users”** means any person, who is authorized to have access to ICT infrastructure of the CUG. It includes Registered Students, Administrators, Teachers, Non-Teaching Staff, Researchers, Visitors/Guests, and Community includes NSS, DACE, Village Adoption etc.
2. **“University”** or **“CUG”** represents The Central University of Gujarat.
3. **“User Department”** means a School, Centre, Department, Institution, Cell, or Section of the CUG, which gives its staff and students, access to its ICT resources and CUG-LAN.
4. **“CUG-LAN”** or **“Campus-LAN”** mean Local Area Network of all Information and communication devices, connected through one or more communication medium – wired or wireless, across all campuses of the CUG interconnecting all faculties, departments, offices and institutions of the CUG.
6. **“Data”** includes collection of facts, statistics of the university in any form.
7. **“ICT Resources”** are IT resources that are purchased, issued to and owned by individuals and are being used within university prerogatives.

1.4 Legal and regulatory obligations

The users must adhere to all current GOI legislation as well as regulatory and contractual requirements. The University provides policy statements and guidance for all the users in relation to compliance with relevant legislation to help prevent breaches of the University’s legal obligations. However, individuals are ultimately responsible for ensuring that they do not breach legal requirements.

Users of the University’s online or network services, or when using or processing Information Assets, are individually responsible for their activity and must be aware of the relevant legal requirements when using such services.



2. ICT RESOURCES PROCUREMENT, MAINTENANCE & WRITE-OFF POLICY

2.1 Procurement Policy

ICT resources' procurement will be done by central procurement department. ICT will give recommendations for procurement of ICT resources which will be procured by the procurement department.

2.2 Maintenance/Upgradation Policy

Maintenance of the procured equipment will be done from OEM or their outlets for the items in the warranty period. Other items will be maintained by Annual Maintenance Contract (AMC) or Annual Rate Contract (ARC).

2.3 Laptop Issuance Policy

Laptop issuance will be carried out based on the laptop issuance policy of CUG as amended from time to time.

2.4 Laptop Maintenance & Retention Policy

Laptop maintenance and retention will be carried out based on the laptop issuance policy of CUG as amended from time to time.

2.5 Printers Issuance, Maintenance and Usage

Printer Issuance, Maintenance and Usage will be carried out based on the printer issuance, maintenance, and usage policy of CUG as amended from time to time.

2.6 Policy for Writing-Off ICT Equipment

ICT Infrastructure Write-Off will be carried out as per the guidelines of university level write off committee.



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3. ICT USAGE POLICY

This policy is applicable to all the users who use CUG's resources i.e. computers, communication nodes, information and communication technologies (ICT) etc. within the CUG's network and access, transmit or store CUG and/ or personal information. Users should not attempt to retrieve or gain unauthorized access to any other user's accounts and their ICT resources. Users should safeguard the rights and privileges of owners and publishers over all copyrighted materials, licenses and on other information resources, no matter whether claimed or not.

3.1 Access and Legitimate use of ICT Resources

The CUG prohibits its users from gaining or enabling unauthorized access to forbidden ICT resource on the CUG network. Any such attempt will not only be the violation of CUG Policy but may also violate national and international cyber laws, provisions under the prevailing laws of the GOI. The users of ICT infrastructure of the CUG are also by default governed by the prevailing laws of the GOI. Further, current policy document broadly indicates CUG's commitment towards observing such security mandates and legal bindings. The 'users' are, therefore, also advised to be aware and remain compliant to various legal obligations, licenses, contracts and prevailing laws in this regard.

3.2 Use of individually Owned ICT Resources

The CUG does not require or recommend use of individually owned ICT resources to conduct CUG tasks. However, individual units may allow its users to use such ICT resources within the unit only and any such user may choose to use his/her own ICT resources and abide by ICT Policy. It will be individual's sole responsibility to keep backup of their data stored on individually owned laptop which may be issued by CUG for teaching, learning and administrative purpose.

3.3 Confidentiality, Integrity and Availability (CIA) of ICT Resources

Users must respect and maintain an adequate level of confidentiality, integrity and availability of information and ICT resources defined as CIA triad.

3.4 Fair/Ethical Usage

1. All users are expected to make use of the ICT resources accessible to them with sensibility and awareness.
2. The CUG Internet access will not be used for commercial activity, personal advertisement, solicitations, or promotions, such as hosting or providing links of commercial websites or email broadcasts of commercial promotions to the users.
3. Any part/component of the ICT infrastructure of the CUG shall not be misused for Anti CUG, Anti-State or Anti-Government activities.
4. As such, non-CUG organizations (such as commercial outlets operating on the CUG campus) will not be connected to the CUG-Intranet and cannot be a part of the CUG domain space.
5. The downloading of audio and video files is to be done strictly for official purposes.
6. Each user must preserve and maintain the confidentiality of the password used by him/her. No user must try to access the ICT resources using other user's password, either knowingly or otherwise.
7. Access to sites that are banned under law or that are offensive or obscene is prohibited. This is also an offence under the GOI Acts or other prevailing laws and attracts severe punishment.
8. Use of the network to tamper with information on other computers, to deliberately spread harmful/pirated programs, compromise other systems, or to cause damage of any kind using the intranet/internet is prohibited, and is an offence under the GOI Acts or other prevailing laws. The user is liable for any civil losses caused, in addition to criminal prosecution under the GOI Acts or other prevailing laws.



9. No equipment/user other than those registered with the CUG, can be used to connect to the intranet.

3.5 Use of Free/Licensed Software

1. Software programs are covered by copyrights and a license is required for their use.
2. Legal, free and compatible alternatives are available for a large number of applications/software. Users must evaluate them, rather than straightway going for a paid software.
3. Users/ User departments must ensure that they have either an academic, commercial or public license (as in the case of 'free' software) for any software they install on the systems they use. In case of any infringement of Software license, individual users will be responsible for that violation.
4. Use and exchange of pirated/illegal software over the CUG-Intranet is prohibited. It is the responsibility of the head of the user department to ensure compliance.
5. The downloading and use of software that is not characterized in public domain as 'free' or open source is prohibited.
6. As per the GOI policy, use of Open-Source Software is encouraged to avoid financial burden and legal complications arising out of license management. For example, Ubuntu as an Operating System, Libre Office, Open Office etc. as Office Automation Software.
7. ICT should arrange for the training of general-purpose Open-Source Software for all the users, if required.

3.6 Non-compliance of ICT Policy and Consequent Abuse

Non-compliance of the ICT Policy and consequent abuse of ICT resources may attract appropriate disciplinary action as decided by the competent authority. Violation of this policy may also indicate that a user may also have violated the legal prerogatives as permitted under prevailing cyber laws and IT acts. If established, such action may also lead to severe civil or criminal proceedings as per the applicable laws and provisions.

The Chief Information Security Officer (CISO) will refer such violations to the Competent Authority of CUG for seeking further necessary actions. The competent authority would appropriate actions by the Competent Authority.

CAUTION: Various laws as enacted by GOI will also be applicable in cyberspace (including CUG's Network). Users of ICT resources are not exempted from existing laws about libel, harassment, privacy, copyright, licenses, stealing, threats, etc. Taking precautions and preventive measures while using cyber space and ICT resources may be the best saviour. Any abuse of ICT resources may lead to severe consequences and legal proceedings.

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4. ICT SECURITY POLICY

4.1 Physical Security of Servers, Desktops, Laptops, Thin Client, Portable Devices, Interactive Smart Boards etc.

1. The user department where the ICT equipment is installed and used, either temporarily or permanently, is responsible for the physical security of it.
2. It is responsible for allowing the physical access to the ICT resources only to authorized users.
3. It is also responsible to ensure proper power supply with effective grounding(earthing), proper furniture as well as cleanliness of the equipment and environment including air-conditioning machines.
4. Users must take adequate and appropriate measures to prevent misuse of network from computer systems that they are responsible for.
5. Individual users as well as User departments should take reasonable care of the vulnerability of systems attached to the campus network. Users must apply appropriate service packs, browser updates and antivirus and client security solutions in their MS Windows machines, and necessary upgrades, OS patches, browser updates etc. for other systems.
6. If a user department wishes to set up its own Internet access facility, then it will be their responsibility to maintain the connection and to ensure that deploying such an access facility does not jeopardize the security of the campus network.

4.2 Information Security

ICT will assist to maintain classified and sensitive data as per guidelines of the CUG.

4.3 Backup Policy

It will be the individual's sole responsibility to keep backup of their data stored on their personal laptop or the laptop/Desktop that has been issued by CUG for teaching, learning and administrative purpose.

4.4 Network Security Policy

Securing Internet Gateway is a very challenging task. ICT will ensure effective security of the gateway. Enterprise Firewall or Unified Threat Management Solution will be implemented effectively with strong policy definitions in line with ICT policy of the CUG. CUG Administration must provide an active administrative and financial support to strengthen the internet gateway by the ICT.

4.5 Email Policy

Email account will be disabled upon resignation/termination/retirement of teaching and nonteaching staff. For students, it will be disabled upon completion of course/cancellations/withdrawal of admission. For UG/PG students, the account will be disabled on result declaration/at the time of no dues approval. However, in case of special permission, the dean may recommend for the extension of student's email id up to 6 months.



5. ROLE OF ICT

The ICT will provide the following services:

1. To follow the GOI guidelines for ICT and make sure about adherence to the prevailing IT laws of the GOI.
2. To Assist the Purchase and Procurement department in the process of Selection and Procurement of Computing Resources in terms of hardware. ICT will not play any role in purchase of any specialized application software for the individual schools/departments/centres.
3. To Maintain the common computing facility for the use by the students of the different academic programs. However, the laboratories set up under some research funded project, will be maintained by respective project investigators / coordinator. The ICT Department shall not be responsible for procurement and maintenance of these resources.
4. The post-warranty maintenance of the Servers and the UPSs shall be carried out through AMC/ARC. The Interactive Smart Boards/MMPs (Multimedia Projectors) in the common auditoriums/conference halls and in the classrooms in each centre/department will be maintained based on the warranty or AMC/ARC.
5. Develop/procure and maintain software required for administrative and other purposes of the CUG based on requirement of the university.
6. Set Up, maintain and secure the CUG-LAN and Wi-Fi networks.
7. Providing support for Organizing programs (seminar/talk/meeting/any other event) as per the guidelines approved by the competent authority.
8. Provide email, database services etc. to the users.
9. Organize technical training programs for the users, if required.
10. Maintain
 - a. CUG website
 - b. SAMARTH portal
 - c. Intercom facility of the CUG
 - d. Studio for e-content development, the Language labs
 - e. LMS and the e-resource storage and delivery system
 - f. CCTV system***
11. Conducting Skill Tests for recruitments
12. Providing resources for conducting competitive exams and recruitment tests
13. Following the green computing practices.

*** CCTV Cameras will be installed in CUG campus for safety and security of Students, Staff and Property of Central University of Gujarat. However, it may be noted that all the Students and Staff that request for viewing CCTV footage for petty personal belongings like books, pen drives, foot ware etc. lost by them in the University premises will not be entertained. Security Officer will be handling data of CCTV footage as per University Policy. Training of CCTV surveillance will be given to Security personnel by ICT. ICT will take care of maintenance of the CCTV on request from security services department.

5.1 Responsibilities of the Chief Information Security Officer (CISO)/Deputy Chief Information Security Officer (DCISO)

CISO/DCISO is responsible for the Information Security Policy and will provide specialist advice to the University. The CISO/DCISO will advise on appropriate security measures for any new types of information systems that are introduced in order to aid clarity of the policy. They will adhere to the guidelines provided by GOI time to time.

Disclosure

The ICT Policy subject to be amended from time to time by competent authority.

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UNDERTAKING FOR FAIR USAGE BY ALL REGISTERED USERS

ANNEXURE - I

CUG ICT Policy 2023

Mandatory Undertaking

I hereby undertake to abide by the CUG ICT Policy-2023 and other rules and regulations of the CUG and adopt and enact this with immediate effect. I understand that any abuse to and non-compliance of CUG ICT Policy and any other act that constitutes a violation of CUG ICT Policy could result in administrative or disciplinary procedures under the CUG rules and regulations and other prevailing laws of Government of India.

Signature of the User.....

Name of the User.....

Designation.....

Place.....

Date.....



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