Information Technology Administration And Management Policy

INDEX

1. PURPOSE & OBJECTIVES

PURPOSE:

- It is necessary to employ information technology appropriately and to maintain and upgrade relevant services to support institutional function.
- I.T. resources need to be used with professional time and effort if they are to perform effectively and efficiently.
- I.T. management policies and related procedures can be used to limit and control technology utilization, lower the operating costs and limit risk exposure.
- Value added I.T. policies and procedures can boost productivity, reduce duplication of efforts and provide reliable performance and outcomes.

OBJECTIVES:

- To carry out a timely review of requirements, procurement and maintenance of I.T. infrastructure.
- To provide adequate I.T. facilities to assist staff, students and other authorized users to conduct academic and administrative pursuits.
- To guarantee that every user understands and accepts full responsibility for using I.T. facilities in an ethical and legal manner, while also protecting the college data privacy.
- To raise awareness among system administrators and users about the importance of I.T. infrastructure security and maintenance.
- To facilitate the effective availability of the internet network at all times with rapid detection and resolution of network problems.
- To reduce the interruption in the I.T. services.
- To use I.T. Facilities in an appropriate manner without causing any damages to the I.T. equipment.

2. SCOPE:

➤ The policy applies to the I.T. Department administrators, teaching and non-teaching staff members and all students.

3. POLICY STATEMENT:

➤ The goal of the policy is to make sure that every I.T. related purchase, including hardware and software, is thoroughly assessed in terms of cost, support, maintenance and system integration.

➤ I.T. administrative department is responsible for maintaining the network, servers, peripherals, license renewals, software upgrades, AMC and support to ensure the maintenance of quality at reasonable cost.

4. DEFINITIONS

➤ **I.T. Equipment**: I.T. Equipment means Desktop computers, Laptops, Smart Boards, Servers, Projector and Other Audio Visual Equipment, Network equipment, Telecommunications equipment, CCTV, Software etc.

➤ **Hardware**: Computer hardware refers to the physical parts of a computer and related devices. Internal Hardware devices include Mother boards, Hard drives and RAM. External Hardware devices include Monitor, Keyboards, Mouse, Printers, Copier and Scanners.

5. PROCEDURE

Procurement of IT hardware, Software and services.

➤ Assembles the IT related requirement in the indent from the Principal and I.T. Administrator Head.

➤ Compile the requirements of the institute based on priority as per the budget allocated.

➤ Finalization of quotation and placing purchase order in the co-ordination with accounts department.

➤ All purchases for portable computer systems must be in line as per the accounts policy of the college.

➤ The I.T. faculty will install and deploy received I.T. equipment/peripherals and arranged for the training of the employees whenever required.

- The I.T. faculty will follow standard set up procedure for new hardware, software and I.T systems ensuring correct configurations and safety measures. This will include setting passwords, providing antivirus software and licensed operating systems/software.
- Any equipment so purchased will be recorded in the accounts data.
- Before purchasing a replacement for an existing item. IT faculty must ensure that the item being replaced is recorded in the data and is marked as being eligible for replacement through IT capital expenditure budget.
- Assemble the usage data from all departments for IT related facilities.
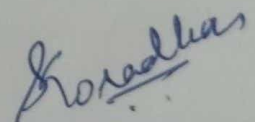- Analyze and submit the report to the Principal.

Registering and Issue or problem

In case of IT hardware, software or network related issue, the staff or students will register the issue/ problem with the IT faculty who will try to resolve the issue through the technical support available.

Following information needs to be furnished to register an issue/ a problem.

- Date and time of occurrence
- PC Number
- Problem Description
- Staff Signature
- Technicians signature
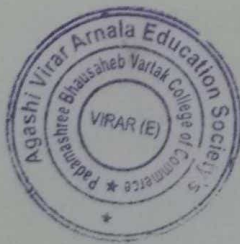
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