IT POLICY

IT Policy for Campus Surveillance, Classroom Surveillance, Software Applications Licensing Policy, Personal Gadgets & Backup and Replacement & Service Policies (Version 1.0)

A. Security and surveillance mechanism at ASCET

Audisankara College of Engineering and Technology (ASCET) operates a Closed-Circuit Television (CCTV) system on all the areas of the campus to provide staff, students, and visitors with a safe environment and to protect any sort of personal lose of the stakeholders. The purpose of the Standard Operating Procedure is to outline the Institute's approach on using the CCTV. All staff, students and visitors should have a reasonable expectation of being captured on CCTV daily. The following content briefs the security and surveillance mechanism followed in ASCET.

Surveillance Mechanism

The CCTV cameras have been fixed at all strategic locations of the entire campus. The cameras located in the classrooms are designed to work during working hours and at other locations, it is round the clock. The video footages are stored under the control of the administrator in the IT Help Desk, which operates on the first floor of Block #1 with a dedicated team of IT Help Desk Professionals.

Privacy Aspect

The surveillance mechanism is generally designed to serve as one of the investigative tools and as a limited deterrent. The cameras shall not be placed in the locations where the people have an expectation of privacy. In limited situations, cameras may be used in such locations for investigative purposes, after proper authority for its use has been obtained. Only the Admin (IT Help Desk) and the authorized persons nominated by the Head of the Institution will conduct such investigations under the directions of the Heads of the Institution. No unauthorized persons shall be permitted in the camera rooms, or to view the captured footage. Further, the server room is protected with RFID based locking system.

Operating Procedure

Display units are provided in which the video footages of various working areas have been displayed and monitored as and when required during the working time. Other than the regular monitoring, the video footages will be investigated closely if any complaints have been raised from the stakeholders. If any incident happens, the following procedure has to be followed.

AUDISANKARA COLLEGE OF ENGINEERING & TECHNOLOGY
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- The stakeholder(s) has/must raise the complaint to the concern department head either in the form of complaint letter or via email
- The complaint will be further forwarded to the Head of the Institution where the severity of the complaint will be scrutinized
- Based on the severity of the complaint, the complaint will be further forwarded to the IT Help Desk for micro investigation
- Then, the administrator in the IT section and the nominees will do the investigation based on the video footages obtained and the stakeholders are normally prevented to see the footages
- Once the investigation is completed, the investigation report will be prepared and submitted to the Head of the Institution for further action
- Then, the report will be forwarded to the head of the department of the stakeholder who has raised the complaint and the same will be notified to the concern and the issue will be closed

Accessibility to control room

The CCTV footages are maintained in the storage server located in the IT section with high-end security. No one is allowed to view the video footages other the diligent staff of IT section nominated by the institute administration. If any complaint has been received, the IT section head and nominees will be allowed to watch the video footages for investigation. Proper electronic facilities are available for deeper investigations.

B. Software Applications Licensing Policy

ASCET, being an educational institution, it strongly discourages the use the pirated versions of software applications that are in the part of curriculum. Further, the students are instructed not to install any sort of pirated versions or cracked versions in the department or common computer centre though the input devices are inactive, and the teachers shall sensitize the students not to use any sort of pirated versions. In case of training software applications by external vendors or SMEs, the concerned internal staff should sensitize them well in advance not to use to any sort of pirated versions. Students/or any other staff facilitating violating the above clause will be viewed seriously and it shall be considered as breach of violation of IT Policy under Clause B

AUDISANKARA COLLEGE OF ENGINEERING & TECHNOLOGY
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C. Use of Personal Gadgets

The internal stakeholders, especially, teaching, and non-teaching staffs are strongly encouraged to use their own licensed version or open-source anti-virus applications for data security whenever they are working with Institutional data. Staff members are encouraged to take periodical backups and store in the institutional server at regular intervals taking the support of IT Help Desk, if needed. Further the staff members shall use only domain mail IDs for all communications either within or outside the institution. In case if any members of faculty are availing long leave, the data may be shared to the IT Help Desk or the concerned and upon which the leave will be Santioned. Further, in case any damage, replacement can be done for a short duration with Institutional laptop on returnable basis till it is being serviced.

D. Replacement and Service Policy

The members of faculty who are using the official and designated laptops or desktops, the servicing and maintenance will be periodically done or whenever any complaints being raised by the user. However, it is strongly discouraged to open the gadgets on your own and it is nor permitted on any ground. It will be treated as violation of IT Policy. In case repairs with minor issues, servicing will be done within a. day or two with backup systems till the service gets over.

The members approaching servicing or any sort of installations for those who are using personal gadgets, IT Help Desk will take care of the complete formalities only if the IP address is registered with the office followed by the request with due approval from the Head of the Department. In case of any change of major electronic components, the members shall take the load of payment and will be linked to our servicing partner.

E. Back-up policy

The institution maintains a separate back-up computing facility to take up backup of the learning repositories that are being prepared by the internal staff. In case of any loss of content or crash of server, the contents that are in backup will be restored for seamless service to the stakeholders.

AUDISANKARA COLLEGE OF ENGINEERING & TECHNOLOGY
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F. Power Backup Mechanism

By default, all computer laboratories are provided and supported with UPS to a load of 10 kVA for every 50 computers. The standby time is 30 Minutes. The Institution is having Genset to a load of 125 kVA for more than 30 minutes of power failure.

G. Any other items missed out here shall be reviewed based on the genuineness and will be considered, with appropriate approval from the concerned.

Director (Engg.) & Principal

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