EDUCARE INSTITUTE OF DENTAL SCIENCES

Kiliyamannil Campus, Chattiparamba, Malappuram - 676 504
Tel: 0483 2705602 / 2705603 / 2708353/ Fax: 0483 2706707
E-mail: admin@educareinstitute.in   website: www.educareinstitute.in
An ISO 9001:2015 certified institution

IT POLICY

POLICY NO.	ISSUE/REVISION NO.	DATE OF REVISION	NEXT REVISION
EIDS/IQAC/POLICY/018	01/01	10/06/2022	2024

PREPARED BY	VERIFIED BY	APPROVED BY
IT HEAD	IQAC COORDINATOR	PRINCIPAL

IT DEPARTMENT
EDUCARE INSTITUTE OF
DENTAL SCIENCES
CHATTIPARAMBA

IQAC COORDINATOR
EDUCARE INSTITUTE OF DENTAL SCIENCES
CHATTIPPARAMBA, MALAPPURAM - 676 504

DR.K.R. INDUSHEKAR MDS
PRINCIPAL
EDUCARE INSTITUTE OF DENTAL SCIENCES
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IT UPDATION POLICY

1. Purpose

The purpose of the policy is to provide the Educare Institute of Dental Sciences- staffs, faculties and system users, high quality technical services provided by the Department of Information Technology and to assist management computer users in finding the appropriate resource to answer their questions, resolve any computer or network related problems, Software Issues, applications update, security update, Hardware update and assist with Organization Technical needs.

2. Vision

The Vision of the Information Technology is to make IT services as convenient as a light switch. We do that by improving our availability, increasing user's choice, and lowering wait time. We're committed to investing in the latest technology to identify the problem and resolve the problem instantly.

3. Mission

The mission of the Department of Information Technology is to provide opportunities for enhancement in the Educare Institute of Dental Sciences operations by implementation and incorporation of technological advancements in secure level hardware, software Automation and Digitalize Campus.

4. Scope of Work

The IT Department provides technical assistance and maintenance and oversight of the Educare Institute of Dental Sciences computer networks, software's, hardware's, Centralized Security Surveillance network, and any technology initiatives. The IT Department encourages department staffs in planning for future Digitalized environments. We also hope that by understanding the role the IT Department plays in maintaining the reliability and integrity of Technology resources.

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5. Responsibility and Roles:

The IT Department determines and conceptually plans the best ways for technology to meet the goals of the Management. The IT Department will be responsible for developing new ways to accomplish tasks in a Technology timely manner. All Virtual devices and applications added to the Centralized servers have an impact on the overall network. The IT Department ability to properly support new devices and applications often require additional resources that may take time to acquire and install. The IT Department will balance the load of services across resources as necessary. The Department of Information Technology is responsible for the following functions:

- Internet Access & E-mail.
- Servers, Computers, Laptop and other Hardware Accessories.
- Firewall, Routers, Network Switches and other Accessories.
- Management Software's and Application Software's.
- Copiers/Fax/Scanners - All peripherals
- Video & Audio equipment.
- Maintains network security and performance; establishes workable directory structure, network security, and Centralized disk space allocation, etc., Setup user accounts according to set established policies, procedures, and limitations. Tracks all Category of issues and requirements
- Plans Network Data ports when needed.
- Performs network maintenance, changes and upgrades.
- Enhances network by assessing new software and hardware products that would increase network performance and expand network services.
- Directs the performance of regularly scheduled systems management and maintenance procedures designed to ensure the integrity of all programs by running backup procedures and diagnostic software routines.
- Implements disaster recovery plans; runs system backups and disaster recovery operations.
- Surveillance under CCTV implementation
- Biometric device like face reader, finger print Implementation
- Provides technical advice and training to staff in the faculties, Non-Teaching, Administration and Maintenance.

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- Prepares reports and makes recommendation to ensure the optimum efficiency of equipment and systems in accordance with departmental needs.
- Maintains stock of expendable and non-expendable computer equipment, materials, system, application, and supplies sufficient to ensure continuous and uninterrupted operation of systems; communicates with vendors regarding purchases.

6. Software

- The IT Department will maintain a current list of standard and recommended software's.
- To ensure software is compatible and not destructive to the computer systems, the IT Department will approve software programs.
- If a user is interested in software that is not on the maintained list, the user will need to give request letter to the IT Department and then it will be analyze by the IT engineer assistance in determining if that software is sustainable on systems and network.
- The IT Department will determine if software is qualified and need as being compatible with system Configuration
- If software is not qualified as being not compatible with the System Configuration or the software is purchase wrongly, the software will be returned to supplier and cannot be installed on the system.
- If a software program exceeds the specifications of the user's computer system the user will be notified to look for alternative software or to upgrade the system as per IT policy.
- All Software user Login credentials will be provided by as per IT policy.
- The IT Department is obligated by certain software vendors to monitor all software licenses in order to ensure compliance with the vendor's license agreements.
- Users may contact the IT Department to obtain additional guidance, queries and issues on any software.

7. Hardware

- The IT Department will maintain a current list of System Asset.
- If a user is required in computer hardware, the user will need to provide an approval letter through concern Head and then IT Department assist in determining if that computer is

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sustainable to user and give specification to Purchase department to procure the computer hardware.

- The IT Department will determine if hardware is qualified as being standard as per given requirement.

- Fully supported hardware are those hardware devices which are maintained by the IT Department.

- The IT Department recommends install and tests the compatibility and specification of such hardware with all supported environments, and may upgrade hardware when new technology is released or become available.

8. Replacement Plan

The IT Department will follow an 8-year Computer Replacement Plan. This plan will provide for the systematic replacement of older computers that are connected in the institution but are:

- Not adequate to provide access to all services available on the computer
- Not adequate to support advanced needs of the specific user.

If a system requires an upgrade before the scheduled computer replacement date, the IT department engineers will need to be sent to the purchase request through proper channel and providing a detailed justification for why the computer must be replaced.

9. Relocation of Computers or Printers

The IT Department will be responsible for relocating all computer systems and peripherals. An user must inform to the IT department in advance of the relocation to avoid delays in the setup process. In the case of an extreme emergency, the user must contact the IT-INCHARGE.

10. Material to be Checked Out

The IT Department maintains material checking for users. This Materials (computer, laptops and Network accessories etc.) can be checked by IT Engineers. All items may be checked out for concern user and management purposes only. When using the computer and other IT devices, it is important for the user to follow all applicable rules and regulations associated with such devices.

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11. Website

The Educare Institute of Dental Sciences websites are designed and Maintain by Digital Marketing department with the support of IT Department.

12. Condemnation of IT Materials

The IT Department condemned the defective and outdated IT Materials. In order to have the condemned IT materials, the user must complete an IT condemnation process and submit it to the IT Department. The IT Department will keep outdated Materials in storage for at least 90 days, after which, the IT devices will be disposed of environmentally friendly electronics recycle location where the hard drives will be destroyed and a certificate of destruction will follow.

13. Data Backup/Disaster Recovery Plan

The IT Department provides complete automatic backup services located at centralized location. Data is backed up to provide server failover and disaster recovery and also to provide for future retrieval. The IT Department minimizes disruptions of critical functions and ensures the capability to recover operations expediently and successfully.

14. Maintenance

The IT Department will schedule half yearly maintenance on the network to perform hardware & software updates and checking for errors. The IT staff will be schedule for the Maintenance work.

15. Security

Maintaining data security is the responsibility of the IT-INCHARGE. The security of the Server, computer system and Network is a major priority of the IT Department. The following are components to how the IT Department monitors the system's security:

- Each Department and Program will determine what data is considered public, confidential, or for official use only.
- The IT-INCHARGE will review all security alerts.
- The IT-INCHARGE will setup logs and review them to monitor possible security breaches.
- The IT-INCHARGE must maintain backups as needed to recover from deliberate security threats and damage.

- The IT Department will use Endpoint security software to protect from email threats in the form of viruses and SPAM.

- The IT Department staff will log onto the email appliance to monitor mail activity with the intent of detecting email threats.

- The IT Department is able to log on to the server and client system remotely to ensure the network's security is effective.

- The Institution network is equipped with firewall content filtering which allows for control of the users Internet access to the web. This service is used to monitor user's website visits and block inappropriate websites.

16. User Accounts, Email & Passwords

The IT Department assigns updates and monitors all institution email addresses and accounts. Additionally, the IT Department monitors and updates all systems passwords as appropriate for each individual user. Every new employee whose position requires them to use a computer will be assigned an email account with a password at the time of joining. Each department head must make an appropriate request for a new user setup to the IT Department through a request letter to set up a new user account. The same policy should follow up for the Software Login credentials. All computer users must change passwords every (6) six months. Each user's computer system will prompt them to change passwords automatically. The IT Department reserves the right to have users change their passwords at any time if the system has been compromised.

17. Internet Access

The internet provides access to a variety of information, both good and questionable value and is not a secure means of communication. It is the responsibility of the user to ensure the Institution Computer, Intranet, and Internet Use Policy is being followed. The IT Department will monitor user activity through monitoring and filtering software to prevent access to sites which are illegal or against IT policies.

18. Problem Resolution

The IT Department strives to provide the most effective and efficient services to the management employees and other users of the Institution. If for some reason there is a complaint regarding the
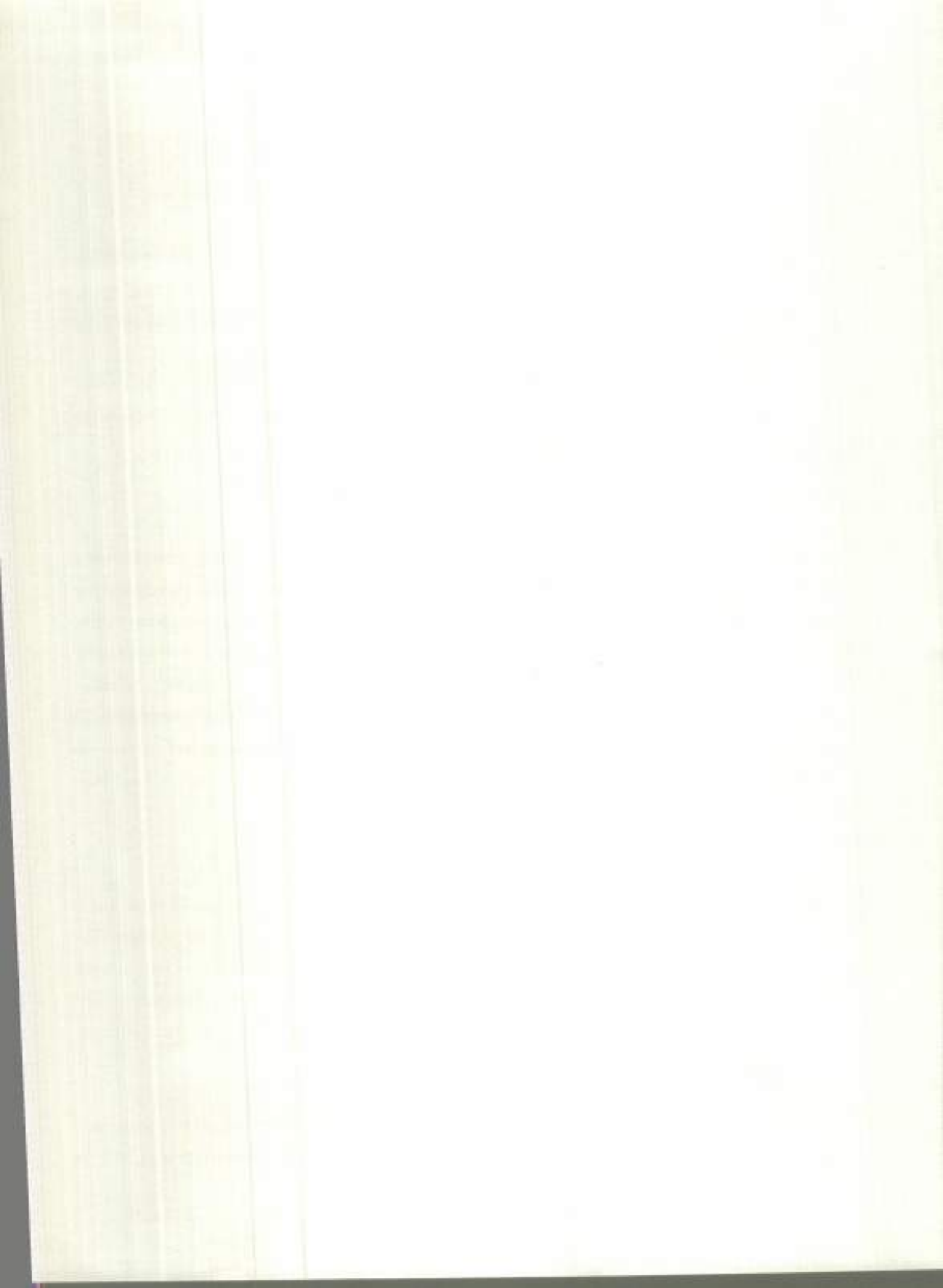
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IT Department services or staff, this should be expressed to the IT-INCHARGE. If this does not lead to improvement, the complaint should be direct through the appropriate chain of Executives, the Administrative Officers, Principal and then the Managing Director.

19. Reporting

The IT Department shall provide progress reports to the Administrative Officer on a quarterly basis or as requested. Timelines of the Annual Report and annual budget narratives are determined on an annual basis. The IT Department staff is responsible for ensuring all timelines are met according to directives.

22. Ticketing

If a user is experiencing a problem with their computer system or other electronic device, they must complete a ticket raised and send the document to the IT Support email address. In the event of an emergency or email is not working, the user can call the IT Department at Intercom 209 or staff mobile to begin the troubleshooting process. The remedy will be addressed according to the severity of the problem. These types of problems will require the IT staff to do further research and often requires them to coordinate solutions with third parties.