



Information Technology Policy

लखनऊ विश्वविद्यालय
University of Lucknow
(Accredited A++ by NAAC)



Introduction

The University of Lucknow recognizes the vital role information technology plays in the University's missions and related administrative activities as well as the importance in an academic environment of protecting information in all forms.

Each user of the University of Lucknow Information Resources must ensure that it is used for promoting the mission of the University towards teaching, learning, research, and administration.

This policy establishes University-wide strategies and responsibilities for protecting the Confidentiality, Reliability, Integrity, and Availability of the information assets that are accessed, created, managed, and/or controlled by the University.

The IT Policy applies to all University of Lucknow teachers, staff and students and all others using the IT resources, whether personally or of University owned, which access, transmit or store various types of related information.

Definition of Information Technology Resources

IT Resources include those owned by the University and those used by the University under license or contract, including but not limited to information recorded on all types of electronic media, computer hardware and software, paper, computer networks, and telephone systems. Information Technology Resources also includes, but is not limited to, personal computers, servers, wireless networks and other devices not owned by the University but intentionally connected to the University-owned Information Technology Resources (other than temporary legitimate access via the world wide web access).

Protection of IT Information

Protection of legally restricted information from disclosure to or unauthorized access by anyone who does not have a legitimate need to access the information to comply with requirements of the law or to carry on necessary University functions is a primary responsibility of the Custodian.

The electronic exchange of legally restricted information outside of the Lucknow University must have proper approval.

Information Policy

The information policy defines what sensitive information is within the organization and how that information should be protected. Policy covers all information within the organization as an asset. Each employee is responsible for protecting sensitive information that comes into employee's possession. Information can be in the form of paper records or electronic files. It has been taken both into account.



IT Hardware Installation Policy

University of Lucknow network user community needs to observe certain precautions while getting their computers or peripherals installed so that he/she may face minimum inconvenience due to interruption of services due to hardware failures. An individual in whose room the computer is installed and is primarily used by him/her, is considered to be “primary” user. If a computer has multiple users, none of whom are considered the "primary" user, the department Head should make an arrangement and make a person responsible for compliance.

Computers purchased by any Section/Department/Project should preferably be with 3-year on-site comprehensive warranty. After the expiry of warranty, computers should be under annual maintenance contract. Such maintenance should include OS re-installation and checking virus related problems also.

Shifting Computer from One Location to another, computer system may be moved from one location to another with prior written intimation to the Computer Centre, University of Lucknow as INTERNET UNIT maintains a record of computer identification names and corresponding IP address. Such computer identification names follow the convention that it comprises building name abbreviation and room number. As and when any deviation (from the list maintained by INTERNET UNIT) is found for any computer system, network connection would be disabled and same will be informed to the user by e-mail/phone, if the user is identified. When the end user meets the compliance and informs Computer Centre, University of Lucknow in writing/by e-mail, connection will be restored.

Individual users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Maintenance of Computer Systems will be provided by the Computer Centre, University of Lucknow.

Software Installation and Licensing Policy

Any computer purchases made by the individual departments/projects should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed. Respecting the antipiracy laws of the country, University of Lucknow IT policy does not allow any pirated/unauthorized software installation on the university owned computers and the computers connected to the university campus network. In case of any such instances, university will hold the department/individual personally responsible for any pirated software installed on the computers located in their department/individuals' rooms.

University of Lucknow Database (of e-Governance) Use Policy

This Policy relates to the databases maintained by the university administration under the university's e-Governance. Data is a vital and important University resource for providing useful information. Its use must be protected even when the data may not be confidential.



University of Lucknow has its own policies regarding the creation of database and access to information and a more generic policy on data access. Combined, these policies outline the university's approach to both the access and use of this university resource.

General policy guidelines are as:

- a) Data from the University's Database including data collected by departments or individual faculty and staff, is for internal university purposes only.
- b) One's role and function define the data resources that will be needed to carry out one's official responsibilities/rights. Through its data access policies the university makes information and data available based on those responsibilities/rights.
- c) Data directly identifying a person and his/her personal information may not be distributed in any form to outside persons or agencies, including all government agencies and surveys and other requests for data. All such requests are to be forwarded to the Office of the University Registrar.
- d) Requests for information from any courts, attorneys, etc. are handled by the Registrar Office of the University of Lucknow. All requests from law enforcement agencies are to be forwarded to the Office of the University Registrar for response
- e) Tampering of the database by the department or individual user comes under violation of IT policy. Tampering includes, but not limited to:
 - Modifying/deleting the data items or software components by using illegal access methods.
 - Modifying/deleting the data items or software components deliberately with ulterior motives even by authorized individuals/departments.
 - Causing database or hardware or system software crash thereby destroying the whole of or part of database deliberately with ulterior motives by any individual.
 - Trying to break security of the Database servers. Such data tampering actions by university member or outside members will result in disciplinary action against the offender by the university authorities. If the matter involves illegal action, law enforcement agencies may become involved.

Role of Computer Centre, University of Lucknow

System Manager as well as Director of Computer Centre is responsible to implement the IT policy as approved by Vice Chancellor of the University of Lucknow time to time.

- Computer Centre is responsible for maintenance of the university owned computer systems and peripherals that are either under warranty or annual maintenance contract. Computer



center is also responsible for maintenance and up-gradation of University of Lucknow website as per Policy.

- Computer Centre may receive complaints from Departments or any administrative section, if any of the particular computer systems are causing network related problems.
- Computer Centre will be responsible only for solving the hardware related problems or OS or any other application software that were legally purchased by the university and was installed by the company.
- Computer Centre or its service engineers should not encourage installing any unauthorized software on the computer systems of the users. They should strictly refrain from obliging such requests.
- When the Computer Centre or authorized service engineers reformat the computer systems and re-install OS and other application software, care should be taken to give the same hostname, IP address, network Mask, gateway as it was having earlier. Further, after installing the OS all the patches/latest service pack should also be properly installed. In case of antivirus software, service engineers should make sure that its latest engine and pattern files are also downloaded from the net.

Further, before reformatting the hard disk, dump of only the data files should be taken for restoring it back after proper re-installation. Under no circumstances, software files from the infected hard disk dump should be used to write it back on the formatted hard disk.

Network (Intranet & Internet) Use Policy

Network connectivity provided through the University, referred to hereafter as "The Network", either through an authenticated network access connection or a Virtual Private Network (VPN) connection is governed under the University IT Policy. The Communication & Information Services (Computer Centre) is responsible for the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the University's network should be reported to Computer Centre.

- a) Any Centre, department, or Section or other entity can connect to the University network using a legitimate user account (Net Access ID) for the purposes of verification of affiliation with the university. The user account will be provided by Computer Centre, upon filling up the prescribed application form and submitting it to Computer Centre.
- b) Once a user account is allocated for accessing the university's computer systems, network, mail and web services and other technological facilities, that account holder is personally responsible and accountable to the university for all the actions performed using that user account. Hence, users are advised to take reasonable measures.



- c) Any computer (PC/Server) that will be connected to the university network should have an IP address assigned by the Computer Centre. Following a systematic approach, the range of IP addresses that will be allocated to each building is decided. So, any computer connected to the network from that building will be allocated IP address only from that Address pool. Further, each network port in the room from where that computer will be connected will have binding internally with that IP address so that no other person uses that IP address unauthorized from any other location.
- d) As and when a new computer is installed in any location, the concerned user can download the application form available for the purpose of IP address allocation and fill it up and get the IP address from the Computer Centre.
- e) An IP address allocated for a particular computer system should not be used on any other computer even if that other computer belongs to the same individual and will be connected to the same port. IP addresses are given to the computers but not to the ports. IP address for each computer should be obtained separately by filling up a requisition form meant for this purpose.

E-mail Account Use Policy

In an effort to increase the efficient distribution of critical information to all teachers, staff and students, and the University of Lucknow administrators, it is recommended to utilize the university's e-mail services, for formal University communication and for academic & other official purposes. E-mail for formal communications will facilitate the delivery of messages and documents to campus and extended communities or to distinct user groups and individuals. Formal University communications are official notices from the University to faculty, staff and students. These communications may include administrative content, such as human resources information, policy messages, general University messages, official announcements, etc.

To receive these notices, it is essential that the e-mail address be kept active by using it regularly. For obtaining the university's email account, user may contact Computer Centre for email account and default password by submitting an application in a prescribed proforma.

Users may be aware that by using the email facility, the users are agreeing to abide by the following policies:

- a) The facility should be used primarily for academic and official purposes and to a limited extent for personal purposes.
- b) Using the facility for illegal/commercial purposes is a direct violation of the university's IT policy and may entail withdrawal of the facility. The illegal use includes, but is not limited to, the unlicensed and illegal copying or distribution of software, sending of unsolicited bulk



e-mail messages. And generation of threatening, harassing, abusive, obscene or fraudulent messages/images.

c) User should not open any mail or attachment that is from unknown and suspicious source. Even if it is from known source, and if it contains any attachment that is of suspicious nature or looks dubious, user should get confirmation from the sender about its authenticity before opening it. This is very much essential from the point of security of the user's computer; as such messages may contain viruses that have potential to damage the valuable information on your computer.

d) Users should configure messaging software (Outlook Express/Netscape messaging client etc.,) on the computer that they use on permanent basis, so that periodically they can download the mails in the mailbox on to their computer thereby releasing the disk space on the server. It is user's responsibility to keep a backup of the incoming and outgoing mails of their account.

e) It is ultimately each individual's responsibility to keep their e-mail account free from violations of university's email usage policy.

Breach of IT-Policy, Lucknow University

Users are encouraged to be vigilant and to report any suspected violations of this Policy immediately to the System Manger, Computer Centre, University of Lucknow or Registrar, University of Lucknow.