PEOPLE'S UNIVERSITY

(Estd under MP Act 17 of 2007 and covered under section 2(f) of UGC Act 1956)

IT & Communication Department

People's Group, People's Campus,
Bhanpur, Karond Bypass Road, Bhopal (M.P.) – 462037
Phone : 0755-4005036, 4005013
Email: contact@peoplesgroup.in Visit us www.peoplesgroup.in

(System and Procedures, Policies related to IT & Communication)

A. Computerized Systems and their Safety:

- Systems installed across in People's University constituted units are connected and hooked on secure LAN, WAN, Wi-Fi setup through UTP cabling, RF/AP's links.
- Libraries are Wi-Fi zones where students and faculty can also avail the internet facilities.
- Access to all networks is thoroughly secured through encryption protocols.
- To prevent unauthorized access or login into systems relevant administrator rights are blocked and the privileges for access/installations lies with IT system administrator only.
- To prevent unauthorized installation and configurations at unauthorized users end all systems are default on user mode where they are allowed to choose their own login password for their profiles.
- To ensure the usage of systems are for productive use and to prevent any misusage systems and networks are strictly monitored at Centralized IT & Communication Server room.
- To ensure safe and sound mailing across the group and outside the group on intranet network there are dedicated E-mailing servers configured at Centralized IT & Communication Server room with all relevant active security protocols, Firewalls, Anti spamming filters etc.
- To maintain confidentiality and avoid sending and receiving of official emails through user's personal email ID's users have been provided official email IDs from Centralized IT & Communication department.
- To ensure secure internet access through DSL's and Lease Line to users dedicated proxy servers are configured at Centralized IT & Communication Server room allowing restricted access to websites and blocking of porn and irrelevant, prohibited websites.
- To ensure safety of networks and systems against virus/malware/spyware attacks secure Server/Client antivirus infrastructure at Centralized IT & Communication Server room is build up which automatically updates the Antivirus and its signature files on regular basis.
- As per the daily schedule all active clients are scanned automatically by the Antivirus server at the allotted schedule timings.
- To protect systems and networks from electrical surges and fluctuations each system and network is provided with dedicated UPS power supply.
- For proper identification of each system, network a unique marking with proper

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inventory is done through online Inventory Management software.

- To ensure optimum up time of systems and networks sufficient stock is kept to ensure immediate replacements.

B. Licenses for software's;

- Licenses for all relevantly used software's as per statutory and regulatory requirements in sufficient volume have been taken with annual renewals being done as required.
- Licenses have been taken under the name of trust SJPN which is the constituted body of People's University for use at its constituted units.
- Licenses have also been taken under Campus agreement and Academic agreement for non commercial usage and internal consumption only.

C. Data Integrity:

- DATA for various applications and software's running at Peoples University constituted units systems is accessed and stored through Centralized Applications and Database Servers kept and maintained at Centralized IT & Communication Server room.
- To ensure proper security and backups of the vital DATA on routine basis backups are taken on internal as well as external resources.
- To ensure protection of DATA from any damages caused due to breakage, fire, short-circuits, natural disaster a copy of the same on DAT tapes are also taken.

D. Maintenance:

- Systems and networks are maintained by qualified IT staff at Centralized IT & Communication workshop.
- Sufficient stock is kept in emergency in case of equipment being not repairable for immediate replacement to avoid any critical downtime.
- Systems and equipments under warranty are taken care of by the respective supplier till the expiry of the warranty period.
- Systems and equipments as required are given under AMC agreement as and where required to be maintained by respective supplier/vendors.
- Systems and equipment's neither covered under warranty periods nor covered under AMC agreements are repaired/maintained as and where required on call basis. Concerned/related suppliers or vendors are called on need basis for necessary repairs and maintenance and entries for payments made to them are

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entered in Vendor Information System (VIS).

E. **Whether full computerization proposed:**
- Already complete computerization is there at Peoples University constituted units and as the new addition of systems or network is there it's just added to existing computerization family.

F. **Plans for LAN-Wi-Fi area;**
- Network between and at Peoples University constituted Units is on LAN/WAN thru UTP, OFC, RFs/APs and Wi-Fi.
- In future plans are there to move to Wi-Max platform and technology.

G. **Whether Telephone/Fax network Map is in place:**
- Telecommunication network at Peoples University constituted units is fully in place with DLC exchange for landline connection already in operations and under maintenance from M/s Airtel Ltd.
- Also another huge exchange with the capacity of more than 400 extensions setup by Centralized IT & Communication department is in operations for use at People's Hospital, Dental colleges and University Block.
- Sufficient numbers of Mobile connections under CUG plans are also in place as required for the usage by the users at Peoples University constituted Units.
- Provision for 365 x 24 x 7 uninterrupted power supply to these exchanges have been made so that the telecommunication services are not affected in any sense and cases. Also in case of failure of main power supply backup power supply from UPS is there.

H. **Whether suitable and responsible staff with In-charge officials with accountabilities fixed are posted specially for the following functions:-**
Telephone Network Plan and functioning:-

- Team of dedicated qualified and responsible staff of Centralized IT & Communication department is accountable with fixed responsibilities to ensure smooth running of telecommunications services and in case of any failure or disaster.

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I. Surveillance:-

1.1 CCTV cameras, DVRs are installed across the People's University constituted units as per the requirements and need at strategic points and locations purely for security and observation purposes.

1.2 All CCTV cameras, DVRs are connected on LAN/WAN through various connectivity modes for secured and authorized viewing.

1.3 As per the requirement only authorized persons across the People's University constituted units are provided with necessary Live Views with proper login IDs.

J. Indenting and Issuing/Procurement:-

1.1 Since IT & Communication inventory stock is not kept at Central Stores of any constituted unit each constituted unit has to get it issued as per the requirements from IT & Communication Central Store only.

1.2 For issuing of any material from IT & Communication Store, Indent (Generated by Aayush Software) and duly signed by the HOD is required from respective departments of the respective constituted units and similarly purchase requisition (PR) (Generated by Aayush Software) and duly signed by Central Stores In-charge is required from respective constituted units.

1.3 Both the documents Indent/PR are supposed to be forwarded thru Head of the constituted units giving proper reasons to the IT & Communication Department.

1.4 The method of issuing material is against received Indent and Purchase Requisition from respective constituted units.

1.5 In IT & Communication Department, IT Coordinator receives the Indent / Purchase requisition for necessary actions and approval for issuance of Sr. GM (IT & Comm.).

1.6 Distributed stock for the requisited material as asked from the constituted units against the Indent/PR received is checked thru online Help Desk software to avoid duplicate issuance of same material at same place. Also availability of current stock in hand is checked and in case stock is available in IT & Communication Central Store the same is marked for issuance by Sr. GM (IT & Comm.) and if it is not available in current stock new requirement for procurement of the same is raised.

1.7 For approved available material IT Coordinator issues the requisite material to the constituted departments/units against the Gate Pass (ONR) generated thru Help Desk software.

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1.8 In case requisite material is not available in IT Central Store quotations for the requisite material are called from the various vendors, comparison sheet is made and placed for the necessary approvals from the concerned authorities for the new procurement and after procurement and delivery of material at IT & Comm. Central Store then step J1.7 is followed.

K. Complaints handling procedure:-

1.1 Complaints of IT & Communication related materials/issues are registered online in the Help Desk Software by IT Coordinator through telephone calls and Inter Office Memo/Note as received from the users of various Departments of constituted units.

1.2 For complaints as received over phone by the IT Coordinator are registered online thru Help Desk software and after the registration of complaints, a unique complaint number is allotted and given by the IT Coordinator to the respective users of the departments of the constituted units logging the complaints with the IT Coordinator.

1.3 The logged/registered complaints are then forwarded online thru Help Desk Software to the concern troubleshooters with the complaint attending priority marking as of High/Medium/Low.

1.4 For High priority complaints attending time is kept within 1 hour, for Medium Priority complaints attending time is kept within 4 hours and for Low priority complaints attending time is kept within 8 hours from the time of logging the complaints with IT & Communication department.

1.5 For complaints received in writing thru Inter Office Memo/Note, the same as received by IT Coordinator are forwarded for remarks/actions of Sr. GM and after receiving the relevant remarks from the Sr. GM the IT Coordinator registers the same online in Help Desk software and parallely scans the same and also at the same time Enters/attached the scanned documents in File Management Software (FMS) for allotment/viewing of the same to the concerned troubleshooters.

1.6 For attending the complaints received in writing thru Inter Office Memo/Note step no. K1.3 is followed and then for final closer of the complaints step no. K1.4 is followed accordingly.