

# **QUANTUM UNIVERSITY**

## **IT Policies & Guidelines**

**(As approved in the BOM on 13/07/2019)**



**Office of The Registrar  
Quantum University, Roorkee**



  
Registrar  
Quantum University

## Table of Contents

Sr. No.	Chapter	Page No
1	Need for IT Policy	3
2	Vision, Mission and Objectives	9
3	IT Hardware Installation Policy	10
4	Software Installation and Licensing Policy	13
5	Network (Intranet & Internet) Use Policy	15
6	Email Account Use Policy	18
7	Web Site Hosting Policy	20
8	University Database Use Policy	21
9	Responsibilities of Internet Unit	23
10	Responsibilities of Computer Center	27
11	Responsibilities of Departments	29
12	Responsibilities of the Administrative Units	33
13	Guidelines on Computer Naming Conventions	34
14	Guidelines for running Application or Information Servers	34
15	Guidelines for hosting Web Pages on Intranet/Internet	35
16	Guidelines for Desktop Users	37
17	Video Surveillance Policy	39
	<b>Appendices</b>	
1	Campus Network Services Use Agreement	47




Registrar  
Quantum University

# Quantum University IT Policy

## Need for IT Policy

- IT policy in the University is being documented for legal, secure and transparent academic purpose for the use of various IT resources in the University Campus for Students, Faculty, Staff, Management and Visiting Guests and Research Scholars.
- University-wide strategies established through this policy and responsibilities for protecting the **Confidentiality**, **Integrity**, and **Availability** of the information assets that are accessed, created, managed, and/or controlled by the University.
- Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information

As we know that Intranet & Internet services have become most important resources in educational institutions & research organizations for their successful journey. Realizing the importance of these services, Quantum University took initiative way back in 2018 and established basic network infrastructure in the academic complex of the university campus. The university has about 2000 network (Wired and Wireless) connections covering all academic, administrative and hostel buildings across the campus.

Internet Unit is the department that has been given the responsibility of running the university's intranet & Internet services. Internet Unit is running the Firewall security, Proxy, DHCP, DNS, email, web and application servers and managing the network of the university.

University is getting its Internet bandwidth from Enet Solutions. Total bandwidth availability from Enet Solutions source is 1024 Mbps (leased line).

While educational institutions are providing access to Internet to their faculty, students and staff, they face certain constraints:

- Limited Internet bandwidth.
- Limited infrastructure like computers, computer laboratories,
- Limited financial resources in which faculty, students and staff should be provided with the network facilities and
- Limited technical manpower needed for network management.

On one hand, resources are not easily available for expansion to accommodate the continuous rise in Internet needs, on the other hand uncontrolled, uninterrupted and free web access can give rise to activities that are neither related to Teaching/learning processes nor governance of the university.

At the outset, we need to recognize the problems related to uncontrolled surfing by the users:

- Prolonged or intermittent surfing, affecting quality of work
- Heavy downloads that lead to choking of available bandwidth
- Exposure to legal liability and cases of sexual harassment due to harmful and embarrassing content.
- Confidential information being made public.

With the extensive use of the Internet, network performance suffers in three ways:

When compared to the speed of Local Area Network (LAN), Internet traffic over the Wide Area Network (WAN) is a potential bottleneck.

When users are given free access to the Internet, non-critical downloads may clog the traffic, resulting in poor Quality of Service (QoS) and affecting critical users and applications.

When computer systems are networked, viruses that get into the LAN, through Intranet/Internet, spread rapidly to all other computers on the net, exploiting the vulnerabilities of the operating systems. Many concurrent users, who are on the high speed LANs trying to access Internet resources through a limited bandwidth, definitely create stress on the Internet bandwidth available.

Computer viruses attach themselves to files, spread quickly when files are sent to others and are difficult to eradicate. Some can damage the files as well as reformat the hard drive, causing extensive loss to the enterprise. Others simply attach themselves to files and replicate themselves, taking up network space and slowing down the network.

Apart from this, plenty of employee time is lost with a workstation being scanned and cleaned of the virus. Emails, unsafe download, file sharing and web surfing account for most of the virus attacks on networks. Once they gain entry into the network, viruses attach themselves to files, replicate quickly and cause untold damage to information on the network.

Containing a virus once it spreads through the network is not an easy job. Plenty of man-hours and possibly data are lost in making the network safe once more. So preventing it at the earliest is crucial.

Hence, in order to securing the network, Internet Unit has been taking appropriate steps by installing firewalls, access controlling and installing virus checking and content filtering software at the gateway.

However, in the absence of clearly defined IT policies, it is extremely difficult to convince users about the steps that are taken for managing the network. Users tend to feel that such restrictions are unwarranted, unjustified and infringing the freedom of users.

As IT users are aware, all the educational institutions worldwide have IT policies implemented in their respective institutions.

Without strong management policies, IT security measures will not be effective and not necessarily align with management objectives and desires. Hence, policies and guidelines form the foundation of the Institution's security program. Effective policies are a sign of due diligence; often necessary in the event of an IT audit or litigation.

Policies also serve as blueprints that help the institution implement security measures.

An effective security policy is as necessary to a good information security program as a solid foundation to the building.

Hence, Quantum University also is proposing its own IT Policy that works as guidelines for using the university's computing facilities including computer hardware, software, email, information resources, intranet and Internet access facilities.

Hence, this document makes an attempt to propose some IT policies and guidelines that would be relevant in the context of this university.

While creating these policies, every effort has been made to have a careful balance between security and the ability to conduct the rightful functions by the users.

Further, due to the dynamic nature of Information Technology, Information security in general and therefore policies that govern information security processes are also

dynamic in nature. They need to be reviewed on a regular basis and modified to reflect changing technology, changing requirements of the IT user community, and operating procedures.

Purpose of IT policy is to set direction and provide information about acceptable actions and prohibited actions or policy violations.

Guidelines are created and provided to help organizations, departments and individuals who are part of this university to understand how University policy applies to some of the significant areas and to bring conformance with stated policies.

IT policies may be classified into following groups:

- IT Hardware Installation Policy
- Software Installation and Licensing Policy
- Network (Intranet & Internet) Use Policy
- E-mail Account Use Policy
- Web Site Hosting Policy
- University Database Use Policy

Further, the policies will be applicable at two levels:

- End Users Groups (Faculty, students, Senior administrators, Officers and other staff)
- Network Administrators

It may be noted that university IT Policy applies to technology administered by the university centrally or by the individual departments, to information services provided by the university administration, or by the individual departments, or by individuals of

the university community, or by authorized resident or non-resident visitors on their own hardware connected to the university network. This IT policy also applies to the resources administered by the central administrative departments such as Library, Computer Centers, Laboratories, and Offices of the university, hostels and guest houses. Computers owned by the individuals, when connected to campus network are subjected to the Do's and Don'ts detailed in the university IT policy.

Further, all the faculty, students, staff, departments, authorized visitors/visiting faculty and others who may be granted permission to use the University's information technology infrastructure, must comply with the Guidelines. Certain violations of IT policy laid down by the university by any university member may even result in disciplinary action against the offender by the university authorities. If the matter involves illegal action, law enforcement agencies may become involved.

## **Applies to**

Stake holders on campus or off campus

- Students: UG, PG, Research
- Employees (Permanent/ Temporary/ Contractual)
- Faculty
- Administrative Staff (Non-Technical / Technical)
- Higher Authorities and Officers
- Guests

## **Resources**

- Network Devices wired/ wireless



- Internet Access
- Official Websites, web applications
- Official Email services
- Data Storage
- Mobile/ Desktop / server computing facility
- Documentation facility (Printers/Scanners)
- Multimedia Contents

## 2. Vision, Mission and Objectives

**IT Vision:** - To be globally competitive university destination that will strive to provide the latest Information Technological resources to all the students as a form of providing quality education.

**IT Mission:** - To place Quantum University amongst the most preferred University when it comes to IT investment & Implementations through strategic planning combined with developing a globally competitive and sustainable IT Resource Campus environment, thereby making QU as one of the most favored IT enabled University.

### **Policy Objectives: -**

The objectives of the IT policy are as follows:

- To provide all required IT resources as per the academic programs laid down by UGC. Also, introduce new IT technologies which will benefit all the students and staff specifically to research staff.

- To effectively have an annual plan of introducing new technologies in-line with the Academia.
- Create provision for priority up-gradation of the products
- Create Provision for Annual Maintenance expenses to ensure maximum uptime of the products.
- Plan and invest for redundancy at all levels.
- To ensure that the products are updated and catered 24x7 in the campus or as per the policies lay down by the University Management.
- Leveraging information technology as a tool for the socio-economical development of the University.

### **3. IT Hardware Installation Policy**

University 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.

#### **a) Primary User**

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.

#### **b) End User Computer Systems**

Apart from the client PCs used by the users, the university will consider servers not directly administered by Computer Center, as end-user computers. If no primary user can be identified, the department must assume the responsibilities identified for end-users. Computer systems, if any, that are acting as servers which provide services to other users on the Intranet/Internet though registered with the Computer Center, are still considered under this policy as "end- users" computers.

### **c) Warranty & Annual Maintenance Contract**

Computers purchased by the store should preferably be with a 3-year on- site comprehensive warranty. After the expiry of warranty, computers would be maintained by Computer Center or by external Service Engineers on call basis. Such maintenance should include OS reinstallation and checking virus related problems also.

### **d) Power Connection to Computers and Peripherals**

All the computers and peripherals should be connected to the electrical point strictly through UPS. Power supply to the UPS should never be switched off, as continuous power supply to UPS is required for battery recharging. Further, these UPS systems should be connected to the electrical points that are provided with proper earthing and have properly laid electrical wiring.

### **e) Network Cable Connection**

While connecting the computer to the network, the connecting network cable should be away from any electrical/electronic equipment, as they interfere with the network

communication. Further, no other electrical/electronic equipment should be shared with the power supply from where the computer and its peripherals are connected.

#### **f) File and Print Sharing Facilities**

File and print sharing facilities on the computer over the network should be installed only when it is absolutely required. When files are shared through network, they should be protected with password and also with read only access rule.

#### **g) Maintenance of Computer Systems provided by the University**

For all the computers that were purchased by the university centrally and distributed by the Computer Center will attend the complaints related to any maintenance related problems.

#### **h) Noncompliance**

University faculty, staff, and students not complying with this computer hardware installation policy may leave themselves and others at risk of network related problems which could result in damaged or lost files, inoperable computers resulting in loss of productivity. An individual's non-compliant computer can have significant, adverse effects on other individuals, groups, departments, or even the whole university. Hence it is critical to bring all computers into compliance as soon as they are recognized not to be.

#### **i) Computer Center Interface**

Computer Center upon finding a non-compliant computer affecting the network will notify the individual responsible for the system and ask that it be brought into compliance. Such notification will be done via email/phone. The individual user will

follow-up the notification to be certain that his/her computer gains necessary compliance. The Computer Center will provide guidance as needed for the individual to gain compliance.

## **4. Software Installation and Licensing Policy**

Any computer purchases made by the individual departments/cells should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed. Respecting the anti-piracy laws of the country, University 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, the university will hold the department/individual personally responsible for any pirated software installed on the computers located in their department/individuals' rooms.

### **a) Operating System and its Updating**

Individual users should make sure that respective computer systems have their OS updated in respective of their service packs/patches, through the Internet. This is particularly important for all MS Windows based computers (both PCs and Servers). Updating OS by the users helps their computers in fixing bugs and vulnerabilities in the OS that were periodically detected by Microsoft for which it provides patches/service packs to fix them.

### **b) Antivirus Software and its updating**

Computer systems used in the university should have anti-virus software installed, and it should be active at all times. The primary user of a computer system is responsible for keeping the computer system compliant with this virus protection policy.

Individual users should make sure that respective computer systems have current virus protection software installed and maintained. He/she should make sure that the software is running correctly. It may be noted that any antivirus software that is running on a computer, which is not updated or not renewed after its warranty period, is of practically no use. If these responsibilities appear beyond the end user's technical skills, the end-user is responsible for seeking assistance from Computer Center.

### **c) Backups of Data**

Individual users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible. Preferably, at the time of OS installation itself, one can have the computer's hard disk partitioned into many volumes typically C, D and so on. OS and other software should be on C drive and user's data files on the other drives (e.g. D, E). In case of any virus problem, generally only C volume gets corrupted. In such an event formatting only one volume, will protect the data loss. However, it is not a foolproof solution. Apart from this, users should keep their valuable data on CD / DVD or other storage devices such as pen drives, external hard drives.

### **d) Noncompliance**

University faculty, staff, and students not complying with this computer security policy leave themselves and others at risk of virus infections which could result in damaged or

lost files inoperable computer resulting in loss of productivity risk of spread of infection to others confidential data being revealed to unauthorized persons. An individual's non-compliant computer can have significant, adverse affects on other individuals, groups, departments, or even whole university. Hence it is critical to bring all computers into compliance as soon as they are recognized not to be.

#### **e) Computer Center Interface**

Computer Center upon finding a non-compliant computer will notify the individual responsible for the system and ask that it be brought into compliance. Such notification will be done via email/phone. The individual users will follow-up the notification to be certain that his/her computer gains necessary compliance. The Computer Center will provide guidance as needed for the individual to gain compliance.

## **5. Network (Intranet & Internet) Use Policy**

Network connectivity provided through an authenticated network access connection or Wi-Fi is governed under the University IT Policy. The Computer Center 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 Center.

#### **a) IP Address Allocation**

Any computer (PC/Server) that will be connected to the university network should have an IP address assigned by the Computer Center. Departments should follow a systematic approach, the range of IP addresses that will be allocated to each building as 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.

As and when a new computer is installed in any location, the concerned user has to take IP address allocation from Computer Center. 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.

#### **b) DHCP and Proxy Configuration by Individual Departments /Cells/ Users**

Use of any computer at end user location as a DHCP server to connect to more computers through an individual switch/hub and distributing IP addresses (public or private) should strictly be avoided, as it is considered absolute violation of IP address allocation policy of the university. Similarly, configuration of proxy servers should also be avoided, as it may interfere with the service run by Computer Center. Non-compliance to the IP address allocation policy will result in disconnecting the port from which such computer is connected to the network. Connection will be restored after receiving written assurance of compliance from the concerned department/user.

#### **c) Running Network Services on the Servers**

Individual departments/individuals connecting to the university network over the LAN may run server software, e.g., HTTP/Web server, SMTP server, FTP server, only after bringing it to the knowledge of the Computer Center in writing and after meeting the requirements of the university IT policy for running such services. Non-compliance with



this policy is a direct violation of the university IT policy, and will result in termination of their connection to the Network. Computer Center takes no responsibility for the content of machines connected to the Network, regardless of those machines being university or personal property. Computer Center will be constrained to disconnect client machines where potentially damaging software is found to exist. A client machine may also be disconnected if the client's activity adversely affects the Network's performance. University network and computer resources are not to be used for personal /commercial purposes. Network traffic will be monitored for security and for performance reasons at Computer Center. Impersonation of an authorized user while connecting to the Network is in direct violation of this agreement and will result in the termination of the connection.

#### **d) Dial-up/Broadband Connections**

Computer systems that are part of the University's campus-wide network, whether university's property or personal property, should not be used for dial-up/broadband connections, as it violates the university's security by way of bypassing the firewalls and other network monitoring servers. Non-compliance with this policy may result in withdrawing the IP address allotted to that computer system.

#### **e) Wireless Local Area Networks**

This policy applies, in its entirety, department, or hostel wireless local area networks. In addition to the requirements of this policy, departments, or hostels must register each wireless access point with Computer Center including Point of Contact information.

Departments or hostels must not operate wireless local area networks with unrestricted access. Network access must be restricted either via authentication or MAC/IP address

restrictions. Passwords and data must be encrypted. If individual department wants to have inter-building wireless network, prior to installation of such network, it should obtain permission from the university authorities whose application may be routed through the system admin(In Charge), Computer Center.

## **6. Email Account Use Policy**

In an effort to increase the efficient distribution of critical information to all faculties, staff and students, and the University's 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, notices etc.

To receive these notices, it is essential that the e-mail address be kept active by using it regularly. Staff and faculty may use the email facility by logging on to <https://gmail.com> with their User ID and password. For obtaining the university's email account, user may contact Computer Center 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:

- The facility should be used primarily for academic and official purposes and to a limited extent for personal purposes.

- 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.
- User should not open any mail or attachment that is from an unknown and suspicious source. Even if it is from a 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.
- User should not share his/her email account with others, as the individual account holder is personally held accountable, in case of any misuse of that email account.
- While using the computers that are shared by other users as well, any email account that was accidentally left open by another user, should be promptly closed without peeping into its contents, by the user who has occupied that computer for its use.
- Impersonating email account of others will be taken as a serious offence under the university IT security policy.
- It is ultimately each individual's responsibility to keep their e-mail account free from violations of university's email usage policy.

The above laid down policies are broadly applicable even to the email services that are provided by other sources such as Hotmail.com, Yahoo.com etc., as long as they are

being used from the university's campus network, or by using the resources provided by the university to the individual for official use even from outside.

## 7. Web Site Hosting Policy

### a) Official Pages

Departments, Cells, Central facilities may have pages on University's official Web Site. As on date, the **Computer Center** is responsible for maintaining the official web site of the university viz., <http://quantumuniversity.edu.in>

### b) Personal Pages

It is recognized that each individual faculty will have individual requirements for his/her pages. Hence, faculty may have their personal pages linked to official web site of the university by sending a written request or mail to **Computer Center** giving the details of the hyperlink of the URL that he/she wants to be added in the official web site of the university. However, illegal or improper usage will result in termination of the hyperlink. The contents of personal pages must not violate any applicable export laws and regulations, must not constitute a copyright or trademark infringement, must not be used for commercial purposes, must not be used for political lobbying, and must not otherwise violate any local, state, or central government laws. Personal pages also will not include the hosting of pages for other individuals or groups.

Personal pages should explicitly mention that views expressed by him/her in their pages are exclusively their own and not that of the university.

### c) Responsibilities for updating Web Pages

Departments, cells, and individuals are responsible to send updated information from time to time about their Web pages to **Computer Center**.

## 8. University Database Use Policy

This Policy relates to the databases maintained by the Quantum University.

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.

Quantum University 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.

### **Database Ownership:**

University is the data owner of the entire University's data generated in the university.

### **Data Administrators:**

Data administration activities outlined may be delegated to some of the officers in that department.

### **MIS Components:**

For the purpose of Management Information System, requirements of the university are:

- Employee Information Management System.
- Students Information Management System.
- Financial Information Management System.
- Library Management System.
- Document Management & Information Retrieval System.
- Examination System

Here are some general policy guidelines and parameters for departments, cells and administrative department data users:

1. The university's data policies do not allow the distribution of data that is identifiable to a person outside the university.
2. Data from the University's Database including data collected by departments or individual faculty and staff, is for internal university purposes only.
3. 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.
4. 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 Registrar Office.
5. Requests for information from any courts, attorneys, etc. are handled by the Registrar Office and departments should never respond to requests, even with a subpoena. All requests from law enforcement agencies are to be forwarded to the Registrar Office for response.
6. 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.

## **9. Responsibilities of Internet Unit**

### **A. Campus Network Backbone Operations**

1. The campus network backbone and its active components are administered, maintained and controlled by Internet Unit.
2. Internet Unit operates the campus network backbone such that service levels are maintained as required by the University Sections, departments, and divisions served by the campus network backbone within the constraints of operational best practices.

### **B. Physical Demarcation of Campus Buildings' Network**

1. Physical connectivity of campus buildings already connected to the campus network backbone is the responsibility of Internet Unit.
2. Physical demarcation of newly constructed buildings to the "backbone" is the responsibility of Internet Unit. It essentially means exactly at which location the fiber optic based backbone terminates in the buildings will be decided by the Internet Unit. The manner in which the building is to be connected to the campus network backbone (whether the type of connectivity should be of fiber optic, wireless or any other media) is also the responsibility of Internet Unit.

3. Internet Unit will consult with the client(s) to ensure that end-user requirements are being met while protecting the integrity of the campus network backbone.
4. It is not the policy of the University to actively monitor Internet activity on the network, it is sometimes necessary to examine such activity when a problem has occurred or when optimizing traffic on the University's Internet links.

### **C. Network Expansion**

Internet Unit reviews the existing networking facilities, and need for possible expansion. Network expansion will be carried out by Internet Unit when the university makes the necessary funds available.

### **D. Wireless Local Area Networks**

1. Where access through Fiber Optic/UTP cables is not feasible, in such locations Internet Unit considers providing network connection through wireless connectivity.
2. Internet Unit is authorized to consider the applications of Sections, departments, or divisions for the use of radio spectrum from Internet Unit prior to implementation of wireless local area networks.
3. Internet Unit is authorized to restrict network access to the Sections, departments, or divisions through wireless local area networks either via authentication or MAC/IP address restrictions.

### **E. Electronic logs**

Electronic logs that are created as a result of the monitoring of network traffic need only be retained until the administrative need for them ends, at which time they should be destroyed.



## **F. Global Naming & IP Addressing**

Internet Unit is responsible to provide a consistent forum for the allocation of campus network services such as IP addressing and domain name services. Internet Unit monitors the network to ensure that such services are used properly.

## **G. Providing Net Access IDs and email Accounts**

Internet Unit provides Net Access IDs and email accounts to the individual users to enable them to use the campus-wide network and email facilities provided by the university upon receiving the requests from the individuals on prescribed proforma.

## **H. Network Operation Center**

Internet Unit is responsible for the operation of a centralized Network Operation Control Center. The campus network and Internet facilities are available 24 hours a day, 7 days a week. All network failures and excess utilization are reported to the Internet Unit technical staff for problem resolution.

Non-intrusive monitoring of campus-wide network traffic on routine basis will be conducted by the Internet Unit. If traffic patterns suggest that system or network security, integrity or network performance has been compromised, Internet Unit will analyze the net traffic offending actions or equipment are identified and protective restrictions are applied until the condition has been rectified or the problem has been resolved. In this process, if need be, a report will be sent to higher authorities in case the offences are of very serious nature.

## **I. Network Policy and Technology Standards Implementation**

Internet Unit is authorized to take whatever reasonable steps are necessary to ensure compliance with this, and other network related policies that are designed to protect the integrity and security of the campus network backbone.

## **J. Receiving Complaints**

Internet Unit may receive complaints from Users/Computer Center, if any of the network related problems are noticed by them during the course of attending the end-user computer systems related complaints. Such complaints should be by email/phone.

Internet Unit may receive complaints from the users if any of the user is not able to access network due to a network related problem at the user end. Such complaints may be generally through phone call to Internet Unit.

The designated person in Internet Unit receives complaints from the users/Computer Center and coordinates with the user/service engineers of the network hardware or with internal technical team to resolve the problem within a reasonable time limit.

## **K. Scope of Service**

Internet Unit will be responsible only for solving the network related problems or services related to the network.

## **L. Disconnect Authorization**

Internet Unit will be constrained to disconnect any Section, department, or division from the campus network backbone whose traffic violates practices set forth in this policy or any network related policy. In the event of a situation where the normal flow of traffic is severely degraded by a Section, department, or division machine or network, Internet Unit endeavors to remedy the problem in a manner that has the least adverse impact on the other members of that network. If a Section, department, or division is disconnected, Internet Unit provides the conditions that must be met to be reconnected.

## **10. Responsibilities of University Computer Center**

### **A. Maintenance of Computer Hardware & Peripherals**

Computer Center is responsible for maintenance of the university owned computer systems and peripherals that are either under warranty or annual maintenance contract, and whose responsibility has officially been entrusted to this Cell.

### **B. Receiving Complaints**

Computer Center may receive complaints from Inter Unit, if any of the particular computer systems are causing network related problems.

Computer Center may receive complaints from the users if any of the computer systems or peripherals that are under maintenance through them are having any problems.

The designated person in Computer Center receives complaints from the users/Inter Unit of these computer systems and coordinates with the service engineers of the respective brands of the computer systems to resolve the problem within a reasonable time limit.

### **C. Scope of Service**

Computer Center 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 loaded by the company.

### **D. Installation of Unauthorized Software**

Computer Center 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.

### **E. Reporting IT Policy Violation Incidents**

If Computer Center or its service engineers come across any applications that are interfering with the network operations or with the IT policies of the university, such incidents should be brought to the notice of the Internet Unit and university authorities.

### **F. Reporting incidents related to Network Operations**

When the network port of any particular computer system is turned off due to a virus or related activity that is affecting the network performance, the same will be informed to the Computer Center by the Inter Unit. After taking necessary corrective action, the Computer Center or service engineers should inform the Internet Unit about the same, so that the port can be turned on by them.

## **G. Rebuilding the Computer System**

When the 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 anti-virus 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.

## **H. Coordination with INTERNET UNIT**

Where there is an element of doubt as to a particular problem on the computer connected to the network is related to the network or the software installed or hardware malfunctioning,

Computer Center/service engineer may coordinate with Inter Unit staff to resolve the problem with joint effort. This task should not be left to the individual user.

# **11. Responsibilities of Department**

## **a) User Account**

Any Centre, department, or cell or other entity can connect to the University network using a legitimate user account (Net Access / Captive Portal ID) for the purposes of

verification with the university. The user account will be provided by Computer Center, upon filling up the prescribed application form and submitting it to Computer Center. 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 such as using complex passwords, not sharing the passwords with others, not writing down the password at a place which is accessible to others, changing the passwords frequently and keeping separate passwords for Net Access Id and for email account ID to prevent un-authorized use of their user account by others. It is the duty of the user to know the IT policy of the university and follow the guidelines to make proper use of the university's technology and information resources.

**b) Supply of Information by Department, or Cell for Publishing on /updating the University Website**

All Departments or Cells should provide updated information concerning them periodically (at least once in a month or earlier). Hardcopy or softcopy to be sent to the Computer Center. This policy is applicable even for advertisements/Tender notifications published in newspapers, and the events organized by Department, or Cells. Links to any web pages that have to be created for any specific purpose or event for any individual department or faculty can be provided by the Computer Center upon receiving the written requests. If such web pages have to be directly added into the official web site of the university, necessary content pages (and images, if any) have to be provided by the respective department or individual in a format that is exactly compatible with the

existing web design/format. Further, such requests along with the soft copy of the contents should be forwarded to the In Charge Computer Center well in advance.

### **c) Security**

In connecting to the network backbone, department agrees to abide by this Network Usage Policy under the University IT Security Policy. Any network security incidents are resolved by coordination with a Point of Contact (POC) in the originating department. If a POC is not available to contact, the security incident is resolved by disconnecting the offending computer from the network till the compliance is met by the user/POC.

### **d) Preservation of Network Equipment and Accessories**

Routers, Switches, UTP cabling, connecting inlets to the network, Racks, UPS, and their batteries that are installed at different locations by the university are the property of the university and are maintained by Computer Center and respective departments. Tampering of these items by the department or individual user comes under violation of IT policy.

### **e) Additions to the Existing Network**

Any addition to the existing network done by department or individual user should strictly adhere to the university network policy and with prior permission from the competent authority and information to the Computer Center. University Network policy requires following procedures to be followed for any network expansions:

1. All the internal network cabling should be as on date of CAT 6 UTP.

2. UTP cabling should follow structured cabling standards. No loose and dangling UTP cables are drawn to connect to the network.
3. UTP cables should be properly terminated at both ends following the structured cabling standards.
4. Only managed switches should be used. Such a management module should be web enabled. Managed switches give the facility of managing them through the web so that the Computer Center can monitor the health of these switches from their location. However, the hardware maintenance of the expanded network segment will be solely the responsibility of the department/individual member. In case of any network problem created by any computer in such a network, if the offending computer system is not locatable due to the fact that it is behind an unmanaged hub/switch, the network connection to that hub/switch will be disconnected, till compliance is met by the user/department.
5. As managed switches require IP address allocation, the same can be obtained from Computer Center on request.

#### **f) Campus Network Services Use Agreement**

The “Campus Network Services Use Agreement” should be read by all members of the university who seek network access through the university campus network backbone. This can be found on the university web site. All provisions of this policy are considered to be a part of the Agreement. Any Department or individual, who is using the campus network facility, is considered to be accepting the university IT policy. It is user’s responsibility to be aware of the University IT policy. Ignorance of existence of university IT policy is not an excuse for any user’s infractions.



### **g) Enforcement**

Computer Center periodically scans the University network for provisos set forth in the Network Use Policy. Failure to comply may result in discontinuance of service to the individual who is responsible for violation of IT policy and guidelines.

## **12. Responsibilities of the Administrative Units**

Internet Unit needs latest information from the different Administrative Units of the University for providing network and other IT facilities to the new members of the university and for withdrawal of these facilities from those who are leaving the university, and also for keeping the SUK web site up-to-date in respect of its contents.

The information that is required could be broadly of the following nature:

- Information about New Appointments/Promotions.
- Information about Super **annuations** / Termination of Services.
- Information of New Enrolments.
- Information on Expiry of Studentship/Removal of Names from the Rolls.
- Any action by the university authorities that makes n individual ineligible for using the university's network facilities.
- Information on Important Events/Developments/Achievements.
- Information on different Rules, Procedures, and Facilities Information related items nos. A through E should reach Director (Internet Unit) and Information related items nos. F and G should reach webmaster well in-time.

Hard copy of the information that is supplied by the concerned administrative unit duly signed by competent authority along with its soft copy (either on mobile storage devices or mobiles or PDA or by email) should be sent to Internet Unit so as to reach the above designated persons.

### **13. Guidelines on Computer Naming Conventions**

1. In order to troubleshoot network problems and provide timely service, it is vital to be able to quickly identify computers that are on the campus network. All computer names on the campus network must use the University standard conventions. Computers not following standard naming conventions may be removed from the network at the discretion of Internet Unit.
2. All the computers should follow the standard naming convention

### **14. Guidelines for running Application or Information Servers**

#### **Running Application or Information Servers**

- i Section/Departments may run an application or information server.
- ii Individual faculty, staff or students on the university campus may not run personal, publicly available application or information servers (including content or services providing programs such as ftp, chat, news, games, mail, ISP, etc.) on the university network.

#### **Responsibilities for Those Running Application or Information Servers**

Sections/Departments may run an application or information server. They are responsible for maintaining their own servers.

- 1) Application or information server content and services must follow content guidelines as described in SUK Guidelines for Web Presence.
- 2) Obtain an IP address from Internet Unit to be used on the server
- 3) Get the hostname of the server entered in the DNS server for IP Address resolution. University IT Policy's naming convention should be followed while giving the host names.
- 4) Make sure that only the services that are essential for running the server for the purpose it is intended for should be enabled on the server.
- 5) Make sure that the server is protected adequately against virus attacks and intrusions, by installing the appropriate software such as anti-virus, intrusion prevention, personal firewall, anti-spam etc.
- 6) Operating System and the other security software should be periodically updated.
- 7) Sections/Departments may run an application or information server provided they do the following:
  - I. Provide their own computer, software and support staff
  - II. Provide prior information in writing to Internet Unit on installing such Servers and obtain necessary IP address for this purpose.

For general information to help you decide whether or not to run a department or organization web server, contact the Internet Unit.

## **15. Guidelines for hosting Web pages on the Internet/Intranet.**

### **Mandatory:**

1. Provide the full Internet e-mail address of the Web page maintainer.

2. Provide a link to the university home page from the parent (department of origin) home page.
- 3 Provide a link to the parent home page ("Return to department's home page") on all supporting local pages.
4. Maintain up to date pages. Proofread pages and test links before putting them on the Web, and regularly test and update links.
5. Know the function of HTML tags and use them appropriately.
- 6 Make provision for providing information without images as printer-friendly versions of the important web pages.

## Recommended:

1. Provide information on timeliness (for example: August 2019; updated weekly; updated monthly, etc.).
- 2 Provide a section indicating "What's New."
3. Provide a caution statement if link will lead to large pages or images.
4. Indicate restricted access where appropriate.
5. Avoid browser-specific terminology.
6. Provide link text that is clear without the link saying '**click here**' whenever hyperlinks are used.
- 7 Maintain visual consistency across related pages.
8. Provide a copyright statement (if and when appropriate).
9. Keep home pages short and simple.
10. Avoid using large graphics or too many graphics on a single page.

11. Provide navigational aids useful to your users (Link to Home, Table of Contents, Next Page, etc.).
12. Maintain links to mentioned pages.
13. Make your Web pages easy to maintain for yourself and anyone who might maintain them in the future.
14. Avoid active links to pages that are in development. Place test or draft pages in your "test," "temp," or "old" subdirectory. Remember that nothing is private on the Internet: unlinked pages in your directory may be visible.
- 15 Check your finished page with a variety of browsers, monitors, and from both network and modem access points. It is also recommended that you check your page with a Web validation service.
16. Think of your users--test with primary user groups (which will be mix of users linking through our high-speed network, and users linking via much slower modems).
- 17 Conform to accepted, standard HTML codes.

## **16. Guidelines for Desktop Users**

These guidelines are meant for all members of the university Network User Community and users of the University network.

Due to the increase in hacker activity on campus, University IT Policy has put together recommendations to strengthen desktop security.

The following recommendations include:

1. All desktop computers should have the latest version of antivirus such as Symantec Anti Virus (PC) or Quick Heal and should retain the setting that schedules regular updates of virus definitions from the central server.

2. When a desktop computer is installed, all operating system updates and patches should be applied. In addition, operating system updates and patches should be applied regularly, on an ongoing basis. The frequency will be a balance between loss of productivity (while patches are applied) and the need for security. We recommend once in a week cycle for each machine. Whenever possible, security policies should be set at the server level and applied to the desktop machines.
3. All Windows desktops (and OS X or later Macintosh desktops) should have an administrator account that is not used as the regular login account. The login for the administrator account should be changed from the default.
4. The password should be difficult to break. Password, defined as:
  - i. must be minimum of 6-8 characters in length
  - ii. must include punctuation such as ! \$ % & \* , . ? + - =
  - iii. must start and end with letters
  - iv. must not include the characters # @ ' " `
  - v. must be new, not used before
  - vi. Avoid using your own name, or names of your wife or children, or name of your department, or room No. or house No.etc.
  - vii. passwords should be changed periodically and also when suspected that it is known to others.
  - viii. Never use 'NOPASS' as your password
  - ix. Do not leave password blank and
  - x. Make it a point to change default passwords given by the software at the time of installation
5. The password for the user login should follow the same parameters outlined above.

6. The guest account should be disabled.
7. New machines with Windows should activate the built-in firewall.
8. All users should consider the use of a personal firewall that generally comes along the anti-virus software, if the OS does not have an in-built firewall.
9. All the software on the compromised computer systems should be re-installed from scratch (i.e. erase the hard drive and start fresh from installation disks).

When the hard disk of the PC is formatted, the OS and all the application software should be installed from the original CDs of the software. Only the data or document files should be copied from the old hard disk and care should be taken to see that no virus residing in the old hard disk gets into the newly formatted and installed hard disk.

10. Do not install Microsoft IIS or turn on any of its functions unless absolutely necessary.
11. In general, start from a position of security that is most secure (i.e. no shares, no guest access, etc.) and open up services as necessary.
12. In addition to the above suggestions, Internet Unit recommends a regular backup strategy. It should be noted that even with all the procedures listed above, there is still the possibility of a virus infection or hacker compromise.

Backing up data on a regular basis (daily and/or weekly) will lessen the damage caused by the loss of a machine.

13. If a machine is compromised, Internet Unit will shut the port off. This will isolate the computer, until it is repaired as per the guidelines. At that time, the port will be turned back on.

14. For departments with their own subnets and administrators, standard filters can be applied at the subnet level. If a department has its own servers, Internet Unit technical personnel can scan the servers for vulnerabilities upon request.

## **17. Video Surveillance Policy**

### **The system**

1.1 The system comprises: Fixed position cameras; Pan Tilt and Zoom cameras; Monitors: Multiplexers; digital recorders; SAN/NAS Storage; Public information signs.

1.2 Cameras will be located at strategic points on the campus, principally at the entrance and exit point of sites and buildings. No camera will be hidden from view and all will be prevented from focusing on the frontages or rear areas of private accommodation.

1.3 Signs will be prominently placed at strategic points and at entrance and exit points of the campus to inform staff, students, visitors and members of the public that a CCTV/IP Camera installation is in use.

1.4 Although every effort has been made to ensure maximum effectiveness of the system it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

### **Purpose of the system**

2.1 The system has been installed by university with the primary purpose of reducing the threat of crime generally, protecting universities premises and helping to ensure the safety of all staff, students and visitors consistent with respect for the individuals' privacy. These purposes will be achieved by monitoring the system to:

- Deter those having criminal intent



- Assist in the prevention and detection of crime
- Facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order
- Facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff or students and assist in providing evidence to managers and/or to a member of staff or student against whom disciplinary or other action is, or is threatened to be taken.
- In the case of security staff to provide management information relating to employee compliance with contracts of employment

The system will not be used:

- To provide recorded images for the world-wide-web.
- To record sound other than in accordance with the policy on covert recording.
- For any automated decision taking

## 2.2 Covert recording

2.2.1 Covert cameras may be used under the following circumstances on the written authorization or request of the Senior officer, Registrar and where it has been assessed by the Head of Security and Facilities Services and the Data Protection Officer

- That informing the individual(s) concerned that recording was taking place would seriously prejudice the objective of making the recording; and
- That there is reasonable cause to suspect that unauthorized or illegal activity is taking place or is about to take place.

2.2.2 Any such covert processing will only be carried out for a limited and reasonable period of time consistent with the objectives of making the recording and will only relate to the specific suspected unauthorized activity.

2.2.3 The decision to adopt covert recording will be fully documented and will set out how the decision to use covert recording was reached and by whom.

### **The Security Control Room**

3.1 Images captured by the system will be monitored and recorded in the Security Control Room, "the control room", twenty-four hours a day throughout the whole year. Monitors are not visible from outside the control room.

3.2 No unauthorized access to the Control Room will be permitted at any time. Access will be strictly limited to the duty controllers, authorized members of senior management, police officers and any other person with statutory powers of entry..

3.3 Staff, students and visitors may be granted access to the Control Room on a case-by-case basis and only then on written authorization from the Registrar. In an emergency and where it is not reasonably practicable to secure prior authorization, access may be granted to persons with a legitimate reason to enter the Control Room.

3.4 Before allowing access to the Control Room, staff will satisfy themselves of the identity of any visitor and that the visitor has appropriate authorization. All visitors will be required to complete and sign the visitors' log, which shall include details of their name, their department or organization they represent, the person who granted authorization and the times of entry to and exit from the centre. A similar log will be kept of the staff on duty in the Security Control Room and any visitors granted emergency access.

## **Security Control Room Administration and Procedures**

4.1 Details of the administrative procedures which apply to the Control Room will be set out in a Procedures Manual, a copy of which is available for inspection by prior arrangement, stating the reasons for the request.

4.2 Images of identifiable living individuals are subject to the provisions of the Prevailing Data Protection Act; the Control Room Supervisor is responsible for ensuring day to day compliance with the Act. All recordings will be handled in strict accordance with this policy and the procedures set out in the Procedures Manual.

### **Staff**

All staff working in the Security Control Room will be made aware of the sensitivity of handling CCTV/IP Camera images and recordings. The Control Room Supervisor will ensure that all staff are fully briefed and trained in respect of the functions, operational and administrative, arising from the use of CCTV/IP Camera.

### **Recording**

6.1 Digital recordings are made using digital video recorders operating in time lapse mode. Incidents may be recorded in real time.

6.2 Images will normally be retained for fifteen days from the date of recording, and then automatically over written and the Log updated accordingly. Once a hard drive has reached the end of its use it will be erased prior to disposal and the Log will be updated accordingly.

6.3 All hard drives and recorders shall remain the property of university until disposal and destruction.

### **Access to images**

7.1 All access to images will be recorded in the Access Log as specified in the Procedures Manual

7.2 Access to images will be restricted to those staff need to have access in accordance with the purposes of the system.

7.3.0 Access to images by third parties

7.3.1 Disclosure of recorded material will only be made to third parties in strict accordance with the purposes of the system and is limited to the following authorities:

- Law enforcement agencies where images recorded would assist in a criminal enquiry and/or the prevention of terrorism and disorder
- Prosecution agencies
- Relevant legal representatives
- The media where the assistance of the general public is required in the identification of a victim of crime or the identification of a perpetrator of a crime
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings.
- Emergency services in connection with the investigation of an accident.

**7.4.0 Access to images by a subject**

CCTV/IP Camera digital images, if they show a recognizable person, are personal data and are covered by the Data Protection Act. Anyone who believes that they have been

filmed by C.C.T.V. /IP Camera is entitled to ask for a copy of the data, subject to exemptions contained in the Act. They do not have the right of instant access.

7.4.1 A person whose image has been recorded and retained and who wishes access to the data must apply in writing to the Data Protection Officer. Subject Access Request Forms are obtainable from the Security Office, between the hours of 1020 and 1400 and 1430 to 1800 Monday to Saturday (except Second and fourth Saturday), except when university is officially closed or from the Data Protection Officer, the Records Office during the same hours.

7.4.2 The Data Protection Officer will then arrange for a copy of the data to be made and given to the applicant. The applicant must not ask another member of staff to show them the data, or ask anyone else for a copy of the data. All communications must go through the university Data Protection Officer. A response will be provided promptly and in any event within forty days of receiving the required fee and information.

7.4.3 The Data Protection Act gives the Data Protection Officer the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders.

7.4.4 All such requests will be referred to the Security Control room Supervisor or by the Data Protection Officer.

7.4.5 If it is decided that a data subject access request is to be refused, the reasons will be fully documented and the data subject informed in writing, stating the reasons.

### **Request to prevent processing**

8.1 An individual has the right to request a prevention of processing where this is likely to cause substantial and unwarranted damage or distress to that or another individual.

8.2 All such requests should be addressed in the first instance to the Security Control Room Supervisor or the Data Protection Officer, who will provide a written response within 21 days of receiving the request setting out their decision on the request. A copy of the request and response will be retained.

## **Complaints**

9.1 It is recognized that members of University and others may have concerns or complaints about the operation of the system. Any complaint should be addressed in the first instant to the Security Control Room supervisor. If having exhausted the steps set out, the complaint remains unresolved; the complainant may invoke Universities Centralized Complaints Procedure by obtaining and completing a University Complaints Form and a copy of the procedure. Complaints forms may be obtained from the Security Office, and the Registrar's Office. Concerns or enquiries relating to the provisions of the prevailing Data Protection Act may be addressed to the Data Protection Officer, These rights do not alter the existing rights of members of University or others under any relevant grievance or disciplinary procedures.

## **Compliance monitoring**

10.1 The contact point for members of University or members of the public wishing to enquire about the system will be the Security Office which will be available during the hours of 1020 and 1400 and 1430 to 1800 Monday to Saturday (except second and fourth Saturday) except when University is officially closed.

10.2 Upon request enquirers will be provided with:

A summary of this statement of policy

An access request form if required or requested

A subject access request form if required or requested

A copy of the University central complaints procedures

10.3 All documented procedures will be kept under review and a report periodically made to the Estates Management Committee.

10.4 The effectiveness of the system in meeting its purposes will be kept under review and reports submitted as required to the Estates Management Committee.

## **Appendix I**

### **Campus Network Services Use Agreement**

Read the following important policies before applying for the user account/email account. by signing the application form for IP address allocation/Net Access ID(user account)/email account , you agree to act in accordance with the IT policies and guidelines of Quantum University. Failure to comply with these policies may result in the termination of your account/IP address. It is only a summary of the important IT policies of the university. User can have a copy of the detailed document from the Intranet viz. [http://www.quantumuniversity.edu.in/intranetchannel/QU\\_ITpolicy.pdf](http://www.quantumuniversity.edu.in/intranetchannel/QU_ITpolicy.pdf).

A Net Access ID is the combination of a username and a password whereby you gain access to University computer systems, services, campus networks, and the internet.

#### **I. Accounts and Passwords**

The User of a Net Access ID guarantees that the Net Access ID will not be shared with anyone else. In addition, the Net Access ID will only be used primarily for educational/official purposes. The User guarantees that the Net Access ID will always have a password. The User will not share the password or Net Access ID with anyone. Network ID's will only be established for students, staff and faculty who are currently affiliated with the University.



Students, staff and faculty who leave the University will have their Net Access ID and associated files deleted.

No User will be allowed more than one Net Access ID at a time, with the exception that faculty or officers, who hold more than one portfolio, are entitled to have Net Access ID related to the functions of that portfolio.

## **II. Limitations on the use of resources**

On behalf of the University, Internet Unit reserves the right to close the Net Access ID of any user who is deemed to be using inordinately large amounts of storage space or whose actions otherwise limit the use of computing resources for other users.

## **III. Computer Ethics and Etiquette**

The User will not attempt to override or break the security of the University computers, networks, or machines/networks accessible there from. Services associated with the Net Access ID will not be used for illegal or improper purposes. This includes, but is not limited to, the unlicensed and illegal copying or distribution of software, and the generation of threatening, harassing, abusive, obscene or fraudulent messages. Even sending unsolicited bulk e-mail messages comes under IT Policy violation.

In addition, the User agrees to adhere to the guidelines for the use of the particular computer platform that will be used.

User's Net Access ID gives him/her access to e-mail, and campus computing resources. The use of these resources must comply with University policy and applicable. Electronically available information

(1) may not contain copyrighted material or software unless the permission of the copyright owner has been obtained,

- (2) may not violate University policy prohibiting sexual harassment,
- (3) may not be used for commercial purposes,
- (4) should not appear to represent the University without appropriate permission, or to represent others,
- (5) may not appear to represent other organizations or companies,
- (6) may not contain material which violates pornography laws, or algorithms or software which if transferred violate laws,
- (7) may not contain scripts or code that could cause a security breach or permit use of resources in opposition to University policy, and
- (8) WWW pages should clearly show identifying information of the owner of the page and we suggest that it also show date of last revision and an address (e-mail or postal) for correspondence. Internet Unit equipment does not support use of scripting in individual pages.

#### **IV. Data Backup, Security, and Disclaimer**

Internet Unit or Computer Center will not be liable for the loss or corruption of data on the individual user's computer as a result of the use and/or misuse of his/her computing resources (hardware or software) by the user or from any damage that may result from the advice or actions of an

Internet Unit /Computer Center staff member in the process of helping the user in resolving their network/computer related problems. Although Internet Unit /Computer Center make a reasonable attempt to provide data integrity, security, and privacy, the User accepts full responsibility for backing up files in the assigned Net Access ID, storage space or email Account. In addition, Internet Unit makes no guarantee concerning the security or privacy of a User's electronic messages.

The User agrees to be held liable for the improper use of equipment or software, including copyright violations and agrees to defend, indemnify and hold Internet Unit or Computer Center, as part of Quantum University, harmless for any such liability or expenses. University retains the right to change and update these policies as required without notification to the User.

## **V. Account Termination and Appeal Process**

Accounts on Quantum University network systems may be terminated or disabled with little or no notice for any of the reasons stated above or for other inappropriate use of computing and network resources. When an account is terminated or disabled, Internet Unit will make an attempt to contact the user (at the phone number they have on file with Internet Unit) and notify them of the action and the reason for the action. If the termination of account is of temporary nature, due to inadvertent reasons and are on the grounds of virus infection, account will be restored as soon as the user approaches and takes necessary steps to get the problem rectified and communicates to the Internet Unit of the same But, if the termination of account is on the grounds of willful breach of IT policies of the university by the user, termination of account may be permanent. If the user feels such termination is unwarranted, or that there are mitigating reasons for the user's actions, he or she may first approach the **In charge** Internet Unit, justifying why this action is not warranted. If the issue is not sorted out he/she may appeal to the Appeals Board duly constituted by the university for this purpose to review the evidence and hear reasons why an appeal should be considered. If the Appeals Board recommends revival of the account, it will be enabled. However, the Internet Unit of the Appeals Board is final and should not be contested.

Users may note that the University's Network Security System maintains a history of infractions, if any, for each user account. In case of any termination of User Account, this history of violations will be considered in determining what action to pursue. If warranted, serious violations of this policy will be brought before the appropriate University authorities.