



## IT ADMINISTRATION AND MANAGEMENT POLICY

<b>POLICY NAME</b>	IT administration and Management Policy		<b>POLICY NO.</b>	APN/2019/4.2
<b>EFFECTIVE DATE</b>	15 July 2019	<b>DATE OF LAST REVISION</b>	-	<b>VERSION NO.</b> 4.2.1
<b>ADMINISTRATOR RESPONSIBLE</b>	IT Administrator	<b>DRAFTED BY</b>	Internal Quality Assurance Cell	
<b>APPROVED BY</b>	IQAC, Academic Council	<b>SUPERSEDING AUTHORITY</b>	Governing Council and Principal	
<b>REFERENCES</b>	1. <a href="#">Policy on Use of IT Resources of Government of India, 2014</a>			

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR

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**CONTENTS**

1	PURPOSE AND OBJECTIVES.....	3
2	SCOPE .....	3
3	POLICY STATEMENT .....	3
4	DEFINITIONS.....	4
6	PROCEDURE.....	4
7	RECORDS.....	6
8	FEEDBACK.....	6
9	APPENDIX .....	6

## 1 PURPOSE AND OBJECTIVES

- 1.1 Purpose: Appropriate use, maintenance and up-gradation of Information technology related services to support Institutional functioning has become inevitable. For effective and efficient performance, IT resources require investment of professional time and efforts. IT management policies, and related procedures can be used to limit and control technology utilization, lower operating costs, and limit risk exposure (financial, security, and otherwise). Value added IT policy and procedures can promote productivity, minimize redundant work effort, and deliver consistency in performance and results.
- 1.2 Objectives:
- To carry out timely review of requirement, procurement and maintenance of IT infrastructure.
  - To provide adequate IT facilities to assist staff, students, and other authorized users to conduct academic and administrative pursuits.
  - To ensure that all users understand and shoulder full responsibility pertaining to use of IT facilities in an honest, ethical and legal manner taking care of privacy, rights and sensitivities of other people, administration etc.
  - To make the system administrators and users aware for the protection and maintenance of IT infrastructure.
  - To facilitate the effective availability of internet network at all times with rapid detection and resolution of network problems.
  - To minimise the interruption in the IT services.

## 2 SCOPE

- 2.1 The policy applies to the IT administrators, Instrument maintenance facility (IMF) personnel, all users and central purchase committee

## 3 POLICY STATEMENT

- 3.1 The policy aims to ensure that all IT related purchases (including hardware and software) are subject to thorough evaluation related to purchase, support, maintenance and integration in existing system.
- 3.2 IT administrative committee is responsible for maintaining the network, servers, peripherals, licence renewals, software upgrades, AMC and support to ensure the maintenance of quality at reasonable cost.
- 3.3 A visual representation to the understand the policy is given below:



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3.4 For indenting and reporting of the issues forms in appendices shall be used.

## 4 DEFINITIONS

- 4.1 IT equipment: IT equipment means desktop computers, laptops, iPad, smartphones, smart boards, monitors, printers (excluding consumables such as , mice, scanners, servers, projector and other audio-visual equipment, network equipment, telecommunication equipment, CCTV, software etc.
- 4.2 Hardware: Computer hardware refers to the physical parts of a computer and related devices. Internal hardware devices include motherboards, hard drives, and RAM. External hardware devices include monitors, keyboards, mice, printers, and scanners.
- 4.3 Non- standardized IT resources: IT resources not included in the list of standard supported hardware and software but required for specific technical or functional job responsibilities.

## 5 PROCEDURE

### 5.1 Procurement of IT hardware, software and services-

- 5.1.1 Assemble the IT related requirement in the indent form from all the Heads of the departments and Registrar.
- 5.1.2 Compile the requirements of the institute based on priority as per the budget allocated.
- 5.1.3 Submit the requisition to the Central Purchase Committee.
- 5.1.4 Finalization of the quotation and placing purchase orders in coordination with Central Purchase Committee. All purchases for portable computer systems must be in line with the purchasing policy in the policy for finance and purchase
- 5.1.5 The IT administration committee will install/ deploy received IT equipment/ peripherals and arrange for the training of the stakeholders/ maintenance/ repair wherever and whenever required.
- 5.1.6 The committee will follow standard set up procedure for new hardware, software and IT systems ensuring correct configurations and safety measures. This will include setting passwords, providing anti-virus software and licensed operating system/ software.
- 5.1.7 Any equipment so purchased will be recorded in the fixed asset register.
- 5.1.8 Before purchasing a replacement for an existing item. IT administrative committee must ensure that the item being replaced is recorded in the fixed asset register and is flagged as being eligible for replacement through IT capital expenditure budget.
- 5.1.9 IT administrative committee will note that the IT capital expenditure budget is eligible for replacement in accordance with the replacement cycles set out as under:
- a. All desktop computers: 5 years
  - b. Servers: 5 years
  - c. Network and firewall equipment: 5 years
- 5.1.10 Assemble the usage data from all departments/ registrar for IT related facilities.
- 5.1.11 Analyze and submit the report to the Principal.

### 5.2 Management and security of ICT capital equipment-

- 5.2.1 Heads, Registrar and IT administrator are responsible for ensuring that appropriate processes are in place and followed in their areas of responsibility so that:
- a. Correct asset labels are affixed to all the IT capital equipment
  - b. The location of ICT capital equipment is recorded using software tool.
  - c. The disposal, if any is in accordance with Disposal and recycling of IT equipment policy.
- 5.2.2 Non-standardized equipment should be exceptions and justification for the need of the equipment must be documented by the IT administrator. IT administrative committee will procure the requested non-standard equipment once the approval is received from the Principal. IT administrative committee shall provide every reasonable support for such non- standardized equipment but this support may be limited.

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5.3 Standardization-

- 5.3.1 IT services shall construct and maintain list of standard supported hardware and software recommended for use in the institute.
- 5.3.2 The list of such standard supported hardware and software will form the basis for purchasing contract to be managed by the IT administrative committee.
- 5.3.3 The list of standard supported hardware and software shall be reviewed annually and will be subjected to comprehensive evaluation taking into account the support, maintenance and risk factors.

5.4 Support-

- 5.4.1 IT administrative committee shall provide advice and support for all products included in the list of standard supported hardware and software.
- 5.4.2 IT administrative committee shall negotiate with the central purchase committee and obtain necessary support and maintenance contracts for all products mentioned in the list of standard supported hardware and software.
- 5.4.3 The support and maintenance for non- standard IT resources must be agreed with IT administrative committee before any such resources are purchased.
- 5.4.4 Staff members are limited to a single desktop PC except where individuals need to be out of the office for periods of time, then a laptop can be provided instead of / along with a normal desktop.

5.5 Risk-

- 5.5.1 In evaluating all purchases of IT resources, IT administrative committee and the finance committee shall conduct an assessment of all associated risks including contractual obligations, and any other resource implication.
- 5.5.2 All such risks identified through this process shall be documented and shall form a part of the support plan for the equipment.

5.6 Registering and Issue or problem-

- 5.6.1 In case of IT hardware, software or network related issue, the staff or students will register the issue/ problem with the IT administrative committee. The IT administrative committee will try to resolve the issue through the technical support available at Instrument maintenance facility and technical personnel in the IT administrative committee.
- 5.6.2 Following information needs to be furnished to register an issue/ a problem.
  - a. Date and time of occurrence.
  - b. Caller's name along with contact information
  - c. Requester details
  - d. Department, Laboratory number etc.
  - e. IT resource affected
  - f. A brief description of the problem/ issue encountered along with error message/code/ screen shots.
- 5.6.3 Default rule for setting the priority is 'first come first serve'. However, the priority may be changed in the following situations:
  - a. Problems affecting multiple clients.
  - b. Client not able to perform task normally and no alternate procedure is available.
  - c. The organization is critically and severely affected.

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**6 RECORDS**

- 6.1 Indent form
- 6.2 Compiled requirements
- 6.3 Requisition Form
- 6.4 Quotations and comparative statements
- 6.5 Purchase orders
- 6.6 Installation report
- 6.7 Departmental logbook
- 6.8 IT resource Complaint Registration Form and resolution report

**7 RELATED POLICIES**


- 7.1 Policy for finance and purchase. (APN/2020/4)

**8 FEEDBACK**

- 8.1 Staff and students may provide feedback about this document by emailing [itadmin@sangamnercollege.edu.in](mailto:itadmin@sangamnercollege.edu.in).


**9 APPENDICES**

Appendix 1: Indent Form

		<b>Sangamner Nagarpalika Arts, D J Malpani Commerce and B N Sarda Science College (Autonomous), Sangamner</b>				For internal use only
		<b>Indent Form</b>				Page: 1 of 1
Sr. No.	Description of the item required	Quantity required	Approx. cost of the items	Quantity purchased earlier	Quantity in hand	Justification for purchase
Name and signature of the Head						Name and signature of the indentor

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**Appendix 2: Format for IT resource Complaint Registration Form**

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	<b>IT resource Complaint Registration Form</b>		Page: 1 of 1
Department/ Laboratory No.	Date:	Time:	
IT resource affected:	Requester Name:		
Caller/ Supplier Name:	Phone:		
Phone:	e-mail:		
Fax / e-mail:			
Description of failure/ issue/ problem along with error code and/ or snapshot		Name and Signature of requester:	
<i>(For the use of IT administration Committee)</i>			
Root cause:			
Complaint received (Date and Time)	Due date for resolving complaint	Complaint resolved status(Y/N) with date and time	Further action
Complaint closed: at:		Name:	Signature: