



RV College of Engineering®

Autonomous
Institution Affiliated
to Visvesvaraya
Technological
University, Belagavi

Approved by AICTE,
New Delhi, Accredited
by NAAC, Bengaluru

Ref:

Date: 09/August/2018

Institutional IT Support and Policy Document (2018 onwards)

IT Support:

The Institution has a On-Site IT Support Team , which includes:

- Network Administrator
- System Administrator
- Programmer Grade-II
- IT Technicians (4 positions)

This team operates under the leadership of the Head of the Department (HoD) of Telecommunication Engineering. Additionally, each department has nominated an IT Coordinator responsible for facilitating IT-related activities and communications.

Call Log Process

Initiation: An IT Coordinator from the requesting department logs the support call via the designated portal.

Assignment: The call is automatically routed to an available IT Technician.

Resolution: The technician prioritizes the call, addressing and resolving the issue as swiftly as possible.

Equipment Replacement: If necessary, parts are replaced using stock on hand, or new parts are procured.

Closure: Once resolved, the call is closed with an acknowledgment obtained from the requester.

IT Accessories Replacement Policy

Annually, IT accessories (including computers, printers, laptops, and servers) undergo a bulk procurement process. This is based on a consolidation of needs across all departments/sections. A committee, including the Principal, Department Heads, a System Analyst, and the System/Network Administrators, reviews and approves these requirements before procurement.

Critical accessories are replaced or procured as needed, based on stock levels.

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Internet Access Policy

Internet access is provided to all users within the college campus, including staff, students, and guests. Credentials are issued to all users, and all internet activity is monitored

Email Access Policy

The institution offers email services to all staff and students. Access to these services is revoked upon a student's graduation to maintain system integrity and security.

Software Use Policy

The use of pirated software is strictly prohibited within the institution. To support this policy, legitimate software licenses are procured based on departmental requirements.

Cybersecurity and Data Privacy Measures

To protect the privacy and integrity of institutional data, the following measures are in place:

Perimeter Security: A gateway-level firewall is deployed, with various security policies implemented for different user segments.

Endpoint Security: Antivirus (endpoint protection) software is installed on all desktops and laptops, with central policies to safeguard data.

Power Backup Policy

All IT and IT-enabled systems are protected by UPS systems with sufficient backup time. Additionally, a generator is available on standby to mitigate any interruptions due to power outages.

This document encapsulates our institution's commitment to maintaining a secure, efficient, and robust IT infrastructure.

Subramanya
PRINCIPAL 9/8/18

[Signature]
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BENGALURU - 560 059