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SWARRNIM STARTUP & INNOVATION UNIVERSITY
WHERE IDEAS COME ALIVE
INDIA'S FIRST UNIVERSITY FOR STARTUP

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Abbreviation:

Sl. No.	Abbreviation	Description
1.	SSIU	Swarrnim Startup and Innovation University
2.	CA	Competent Authority
3.	IA	Implementing Agency
4.	LAN	Local Area Network
5.	GoI	Government of India
6.	IT	Information Technology
7.	ICT	Information and Communication Technology
8.	UGC	University Grants Commission
9.	MoE	Ministry of Education
10.	UGC	University Data Centre
11.	ISP	Internet Service Provider
12.	NKN	National Knowledge Network
13.	GIGW	Guidelines for Indian Government Websites
13.	CERT-IN	Indian Computer Emergency Response Team
13.	DRS	Disaster Recovery Site
13.	HVAC	Heating Ventilation and Air Conditioning

13.	UPS	Uninterruptible Power Supply
13.	SMS	Short Message Service
14.	PG	Payment Gateway

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Introduction:

Information and Communication Technology (ICT) enabled technology can transform Governance by adoption of global best practices in Governance. In tune with this, Swarrnim Startup and Innovation University (SSIU) has a vision to provide its services to all the stake holders through good and effective e-Governance. SSIU has implemented several of its services such as admissions, examinations, finance, hospital, store, ERP, human resources, etc. as per the e-Governance plan of the university. It is envisioned that all the services of the university will be successfully implemented under e-Governance plan following National e- Governance Plan and Digital India flagship initiatives of Government of India.

Swarrnim Startup and Innovation University has formulated the "IT Policy & Guidelines". This document supports the implementation of this policy by providing the best practices related to implementation and use of e–Governance services.

Through e-Governance, university would ensure that all its services are delivered to and accessible by the teachers, students, staff and all other stakeholders efficiently, transparently and conveniently in a reliable manner. This policy is a step further towards promotion and implementation of e-Governance in would enable SSIU.

Vision and Objectives:

Vision:

To harness the power of technology to create a seamless, efficient, and trans parent digital ecosystem that fosters innovation, entrepreneurship, and academic excellence.

Mission:

To empower the University community by providing innovative digital solutions that enhance teaching, learning, research, and administrative processes, ultimately contributing to the University's goal of producing globally competitive entrepreneurs.

These mission and vision statements align with the University's overarching goals, emphasizing the use of technology to:

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- Enhance efficiency: Streamline processes and reduce administrative burdens.
- Improve transparency: Foster openness and accountability in all operations.
- Facilitate innovation: Create a conducive environment for creativity and problem-solving.
- Enhance student experience: Deliver personalized and accessible services.
- Support faculty research: Provide cutting-edge tools and resources.
- To the extent feasible, SSIU will abide by the National Standards and Policies established or prescribed by Government of India in respect of e- Governance with necessary amendments as may be required.

Applicability:

This E-Governance Policy applies to all members of the University community, including:

- **Students:** Undergraduate, postgraduate, doctoral, and research scholars.
- **Faculty:** Teaching and non-teaching staff.
- **Staff:** Administrative, technical, and support staff.
- **Alumni:** Former students of the University.
- **External Stakeholders:** Industry partners, government agencies, and other external organizations.

The policy will govern the use of ICT resources, systems, and services within the University. It will also guide the development and implementation of e-governance initiatives to support the University's academic, administrative, and research objectives.

Infrastructure:

For any e-Governance services to be implemented and delivered, the following key ICT infrastructure should be deployed. This section does not include the devices that are required at the user end as they are out of the scope of this policy.

4.1. University Data Centre

All the IT enabled services including the e-Governance modules shall be hosted and delivered from the University Data Centre. Adequate

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servers, network and security devices should be populated in the University Data Centre. The UDC should be equipped with 24x7 uninterrupted power supply and HVAC solution.

4.2. Campus wide Local Area Network (LAN)

1. The services shall be delivered to the users through Campus wide LAN. Hence, there should be a robust and agile campus wide LAN in the university. The network architecture should be built based on the contemporary global standards.
2. The LAN should provide high speed bandwidth inside the campus should be scalable from time to time.
3. High speed Internet bandwidth should also be provided inside the campus.
4. Redundant and backup Internet connectivity should be taken from different Internet Service Providers (ISPs)

4.3. Cloud Infrastructure

The university will put in place 'Cloud Infrastructure' including virtualization of existing computing resources so as to enable speedy, efficient, cost-effective deployment, scaling-up and sharing of Information Technology resources.

4.4. National Knowledge Network (NKN)

The National Knowledge Network (NKN) is a state-of-the-art multi-gigabit network for providing a unified high speed network backbone for all knowledge related institutions in the country. The purpose of such a knowledge network goes to the very core of the country's quest for building quality institutions with requisite research facilities and creating a pool of highly trained professionals. Best use and advantage should be taken of NKN.

4.5. Disaster Recovery Site

In case of any untoward disaster at the University Data Centre (UDC), disaster recovery plan should be in place well ahead in time as per the best practices followed for implementation and establishment of Disaster Recovery Site (DRS).

4.6. Power Backup System

1. All the core IT and network access devices in the university campus should be provided with clean and adequate power backup solution.
2. The University Data Centre on clean and 24x7 uninterrupted power backup.

4.7. Email and Messaging Services

For seamless communication with the users, proper email and messaging services infrastructure should be deployed.

e-Services Delivery:

All services that are feasible to be delivered electronically would be made available online through the university web applications and mobile applications. The users can use these web based applications to access the e- Governance services provided by the university.

4.8. Web Portals

1. As per the requirement of the application, service delivery should be done through web portals.
2. Separate web portals should be developed and deployed for different applications.
3. It should be ensured that complete backend computerization of the processes along with the frontend processes are done before making the portal live.
4. Thorough testing of the applications should be done before the launch.
5. Every care should be taken to make the applications accessible and user friendly for differently-abled users also.

Based on the requirements of the e-Governance applications, they would have interfaces with a Payment Gateway so as to enable payment transactions online. A Mobile Payment Gateway should also be implemented.

4.9. Mobile Application

1. Considering the mobile devices penetration among the people all over the world, university feels the need for utilizing the mobile mode of enabling easier access to services. This would be more beneficial to the users.

2. Utilization of mobile phones in delivery of services would be encouraged and preferred wherever feasible.
3. It would be ensured that the applications are compatible to mobile access and utilize the common mobile infrastructure provided by ISPs.
4. To enable the users to access the services through mobile devices, the mobile applications may be developed in bilingual viz. English and Hindi if possible.
5. All the web portals should be 'mobile compliant' in due course.

4.10. Email Gateway

All communications from the applications to the users should be communicated through emails. To do so email gateway needs to be integrated with the application.

4.11. Messaging Gateway

Based on the requirements of the e-Governance applications, communications with the users may also be done through various messaging platforms wherever feasible. Corresponding messaging gateways should be integrated with the application. The messages sent should be short and comprehensive.

4.12. PaymentGateway

Based on the requirements of the e-Governance applications, they would have interfaces with a Payment Gateway so as to enable payment transactions online. A Mobile Payment Gateway should also be implemented.

4.13. Open Source and Open Standards

1. It would be ensured that use of Open Source and Open Standard technologies for software development is used unless otherwise the use of proprietary technology is unavoidable. This would prevent vendor lock-in, unnecessary cost on user licenses and long-term cost liabilities.
2. Service-Oriented Architecture for software development would be followed to ensure interoperability.
3. Appropriate standards as prescribed by Government of India shall be followed for Data Classification, Data Retention, Metadata and Inter-

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operability of applications.

Application Development:

Contemporarily, different approaches are being followed while developing information technology applications. However, there is a definite requirement for a streamlined and systematic step by step approach in the processes involved in software development so as to ensure that any form of transition from paper based/manual to online processes is made smooth and adequate safeguards are put in place to ensure implementation that is both incident free and within a secure environment. University would adhere to the Standards, Guidelines and Orders issued for software development by the Government of India from time to time.

4.14. Software Codebase

In general, the ownership of the source code of custom developed software for university whether it be developed in-house or by any third party would rest with SSIU, and the reuse of these software components in other projects of university would be highly encouraged.

4.15. Upgradation to New Technologies

The university would support adoption and usage of emerging digital technologies in e-Governance like Social Media, Internet of Things, Digital Payments, Data Analytics, AI, etc. which will play an active role in improving the delivery of e-Services to its users.

4.16. Security

University shall have periodic cyber security audit of their websites, portals and applications as per GIGW and CERT-IN guidelines. To protect the IT infrastructure, websites, applications and information of the Government Departments from external attacks, intrusion and hacking, an enhanced IT Security Policy should be drawn and updated from time to time.

Institutional Framework:

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For successful implementation of the e-Governance services in the university the following institutional mechanism should be put in place.

1. The university through Computer Centre, also the Implementing Agency (IA) would be the overall facilitator for promoting Information Technology and e-Governance in SSIU.
2. Computer Centre shall provide hand holding support to various departments/ branches in the areas of infrastructure for e-Governance, Capacity Building, procurement of hardware, software, services etc.
3. The departments/ branches should ensure that the e-Governance services are being utilized by users within their respective departments/ branches and also should ensure that such services are being delivered to users efficiently on time.

Database Usage:

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

SSIU 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 the university resources.

4.17. DatabaseOwnership

Swarrnim Startup and Innovation University is the overall data owner of all the University's institutional data generated in the university. Apart from this, every set of data must have a Data Owner. The Data Owner has overall responsibility for the quality, integrity and security of the data.

Custodians of Data:

The Registrar, Swarrnim Startup and Innovation University is the overall custodian of data of the university. Individual departments/ branches generate portions of data that constitute University's database. They may have custodianship responsibilities for portions of that data.

In many cases data will be entrusted to an individual or a department/ college/administrative unit/ research unit for the purposes of storage and/or processing in which case they take on the responsibilities of the Data Custodian. The following are some of the responsibilities Data Custodian (but not limited to).

- Maintaining the integrity and confidentiality of the data entrusted to them.
- Ensuring that access to the data is restricted to those individuals authorized by the data owner.
- Ensuring that processes undertaken on the data have been authorized by the data owner.
- Having adequate backup and recovery procedures in place for the data,taking into account the sensitivity and criticality of the data as characterized by the Data Owner.
- Providing any information necessary for the Data Owner to fulfill their responsibilities.

4.18. Data Administrators

Data administration activities outlined may be delegated to some of the officers in that department/ branch by the data custodian. Presently, Enterprise Resource Planner (ERP) cum Management Information System (MIS) is being implemented in the University. The data administrators will be assigned database access privileges as per their roles and responsibilities.

4.19. Data Users

Anyone using or processing University Data must ensure that they do so in a manner that safeguards and protects the integrity, confidentiality and availability of the data at all times. They must comply with the relevant policies of the University (as may be amended from time to time) and with all applicable legal requirements, particularly in relation to data protection and copyright. The data should only be used for the purposes approved by the data owner.

The following are some general policy guidelines and parameters for departments, branches and any other entity who are data users of the university:

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 Office of the University Registrar.
5. Requests for information from any courts, attorneys, etc. are handled by the Registrar Office of the University and departments should never respond to requests, even with a subpoena. All requests from law enforcement agencies are to be forwarded to the Office of the University Registrar for response.
6. At no time may information, including that identified as 'Directory Information', be released to any outside entity for commercial, marketing, solicitation or other purposes. This includes organizations and companies which may be acting as agents for the university or its departments.
7. All reports for UGC, MoE and other government agencies will be prepared/ compiled and submitted by the Registrar, Controller of Examinations and Finance Officer or any other officer delegated to do so by the competent authority of the University.
8. 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

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the matter involves illegal action, law enforcement agencies may become involved.

Capacity Building:

1. The university shall formulate and provide extensive capacity building training sessions for all the e-Governance modules and applications developed and implemented till then to all its users.
2. Time bound training programme in Information and Communication Technology (ICT) skill development and capacity building of the university employees would be conducted by the Computer Centre.
3. Computer Centre would build capacities within the system for e-Governance, program and change management by training the manpower and deploying appropriate infrastructure and machinery.
4. For the purpose of training, employees would be categorized based on their roles and responsibilities and they would be given suitable training through IA.
5. Adequate knowledge base needs to be created for dissemination of knowledge and information regarding the e-Governance services.

Budgetary Allocation:

SSIU shall earmark 5% of the total budget for e-Governance annually. The university shall make an endeavor to increase the allocation to 10% in a phased manner over a period of time. The focus of the budget earmarked for e-Governance shall be on e- enablement of services and providing all backend infrastructure support for the same.

Review and Audit:

1. SSIU shall allocate a Committee for periodic review of the implementation of the policy and would provide necessary guidelines for its implementation from time to time.
2. SSIU shall conduct regular audits across all departments/ branches to verify the compliance of the department/ branch with respect to the e- Governance Policy, and to ensure that outcomes envisaged as per the plan are achieved.
3. All e-Governance projects implemented till then shall be reviewed periodically to ensure that they meet the policy, standardization and legal guidelines.
4. The university administration shall constitute a committee for period review of

the implementation of the policy.

Implementation:

The Computer Center, Suwarmin Startup and Innovation University shall act as a nodal and Implementing Agency for all e-Governance implementation in the university. Computer Centre shall coordinate the overall implementation of the policy.

Revisions

The University reserves the right to revise the terms of this Policy at any time. Any such revisions will be noted in the revision history of the policy, which are available on the SSIU website and by continuing to use the University's IT Resources following any update it is considered acceptance on the revised terms of this Policy.