Lahore College for Women University, Lahore

JAIL ROAD, LAHORE – PAKISTAN. TEL: (042) 99203801-09, Ext: 252   www.lcwu.edu.pk

Directorate Of Information Technology

INFORMATION TECHNOLOGY (IT) POLICY

The IT Policy of Lahore College for Women University revolves around following four components.

1. IT Equipment and Facilities
2. Roles / Duties / Services of IT Staff
3. Online / Offline Data and Storage
4. Network / System Users

The details of these components are as under.

Component	Functionaries	Guidelines
IT Equipment and Facilities	*Active Components / Facilities:* • Network Operation Centre (NOC) • IT Data / Service Centre (DC) • Servers • Switches • WiFi APs / Routers • Computer Systems / Laptops • Printers / Scanners / Multimedia • IP CCTV System • Video Conferencing System	• NOC & DC must be active and operational 24/7/365 • Highly technical personnel with suitable professional experience shall head the NOC / DC. • Lock n Keys shall be with the designated IT personnel. • Proper UPS followed by generator backup shall be ensured • Configuration parameters of IT installations shall be confidential • Servers shall be configured / installed according to the requirement • Switches shall be configured as per requirement (Core, Distribution, Access, etc.) • WiFi shall be centralized / Office APs shall be configured as per network plan • All Lab / Office computers shall be equipped with licensed OS • Lab supervisors shall ensure proper hardware / software installations at computers under their supervision • Racks shall be properly Tagged as per defined scheme • Cooling system shall be accurate and effective • Grounding / earthling for NOC / DC equipment shall be less than 1 Ohm • Maintenance and precise cleaning of the equipment shall be ensured • All supplementary accessories (Printers, Scanners, Multimedia) shall be readily available for use as and when required • Video Conference system shall be properly configured as per HEC protocols • All Video Conferencing activities shall be properly logged. • IP CCTV System shall be properly monitored for NOC / DC / Video Conferencing Facility
	Passive Components: • Fiber Optic Cable • Copper CAT-6 • Patch Panel, I/O • Data / Network Cabinets • Cable / Duct	• All University buildings shall be connected through campus wide Fiber Optic Cable • Every building shall have one redundant Fiber link • Drop wire (6-core) shall be used for main Fiber to building ODF and all repairs / joints / relocations shall be documented • Copper CAT-6 shall be used only within the building for LAN • I/O with Back Box and Face Plate shall be installed properly through Patch Panels • Data / Network Cabinet locations shall be based on optimal topology • Uplinks shall be properly configured and tagged • Cables shall be concealed in network ducts • Length of UTP shall not exceed 100 meters • All technicians and supervisors shall be engaged in installation of passive components to equip them with hands-on experience and skill-set

Prof. Dr. Bushra Mirza (T.I.)
Vice Chancellor

INFORMATION TECHNOLOGY (IT) POLICY

Component	Functionaries	Guidelines
Roles / Duties / Services of IT Staff	• Administration • Installation (Existing & New items) • Configuration (Existing & New items) • Monitoring • Troubleshooting • Reporting • Upgrading • Repairing	• The Directorate of IT shall function under following administrative structure • The designated IT personnel(s) shall be responsible for installations and configurations of the equipment • Monitoring shall be the duty of IT technical team deployed in NOC / DC • Complains / troubleshooting shall be addressed at the earliest physically or remotely as per suitability • Chain of command shall be observed and written / verbal instructions shall be followed in time, and shall be verified by the superior officer • Upgrading wherever applicable and EOL / EOS dead items inventory control shall be the responsibility of IT technical team • The knowledge and skill set of IT staff shall be updated with latest technological advancements through suitable trainings • All labs, offices and individual computers shall be configured / installed as per internal guidelines formulated for the purpose • Lab supervisor shall be responsible for computers, accessories, network and other IT / technical items of their facility • Proper regular maintenance of all IT installations shall be ensured by the IT staff

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Component	Functionaries	Guidelines

Online / Offline Data and Storage	Data / Storage Management	• Data / Storage shall be managed in centralized way
		• Following shall be treated as critical data:
		  o Vice Chancellor, Registrar, Establishment Office data
		  o Accounts & Finance data
		  o Examinations data
		  o Student / Faculty / Staff data on designated share drive
		  o CMS / ERP / LMS / UMS data

	Backup Management	• Full backup on regular basis at offload shall be implemented • Backups shall be encrypted and protected. • Backup storage shall be configured as RAID

	Data Security and Integrity	• Data security and integrity shall be ensured by:
		  o Implementing Domain environment
		  o Setting user rights and privileges
		  o Setting Data access attributes
		  o Installing / Configuring Firewall

	Data Access over Internet / VPN	• Data shall be accessible 24/7/365 over secure internet / VPN • Integrated VPN with Active directory shall be enforced
Network / System Users	Administrators (IT)	Administrators (IT) with admin rights shall have the privileges to deploy, install, configure, update, etc. any network component or hardware / software of computer systems.
	Faculty	Faculty shall be granted access to academic / research resources, personal / official data, student records, etc. through password protected logins with appropriate Read / Write rights.
	Officers / Staff	All the non-teaching administrative officers / staff shall have access to relevant data / records with appropriate rights, depending upon their designation and scope of work, through password protected logins.
	Students	Students shall be granted access, depending upon their level of enrollment, to educational programs, learning materials, scholarly databases, examinations results, fees / challans, etc. through password protected logins with appropriate Read / Write rights.

Publishing on official Website shall be governed as per decisions of Media and Publications Committee & Research Journals Committee.

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Vice Chancellor