



4.3.2 Institution has an IT policy, makes appropriate budgetary provision, and updates its IT facilities including Wi-Fi facility

Amity university provides highly secured and advance level IT Facilities. Campus of Amity University Madhya Pradesh are equipped with highly secured & advanced CISCO LAN & Wi-Fi network at all academic, administrative and Hostel blocks. The University has well established IT Policy for creating, maintaining, and updating IT facilities for effective learning and management of all functioning of the university.

IT Services are majorly categorized in below domains: -

- 1. Data Center:** To provide internet bandwidth, Servers, Security & Wi-Fi, Router, Firewall & Analyzer, Data storage facility. A close monitoring and management is being done by the highly skilled IT Team
- 2. IT Support:** Centralized and automated IT-Help Desk system provides all the technical IT Support & Services. Amity IT engineers are attending such calls and give all support to resolve the Call Logged at IT-Helpdesk.
- 3. IT Store:** Centralized place to record and monitor all IT Assets, maintained inventory and IN/OUT of all IT Hardware & consumables.
- 4. IT Security & Surveillance:** Access Control System, Biometric System, Boom Barriers, Turnstiles, and IP cameras for Smooth functioning of security at Entry and critical areas. High Tech Security System with Automatic Turnstile Machines, Boom Barriers, biometric attendance system & IP Cameras.
- 5. Computer Labs:** Well, equipped with high configuration systems and licensed software's.

Annual budgetary provision is made through university IQAC and finance committees. All IT facilities are periodically reviewed as per the academic and research requirements to timely update. It plays a significant role in achieving educational excellence.



IT Policy - Data Center Policy

1. Overview:

Amity University Madhya Pradesh Data Center Operations provides 24X7X365 operational support for academic and administrative systems throughout the Campus to meet IT needs of researchers, Student, faculty, and administrative units.

2. Scope:

This policy governs the usage of IT Resources from an end user's perspective.

This policy is applicable to all Students, Staffs, faculties, and research scholars of Amity University.

3. Amity University Data Center Services includes

1. **Bandwidth:** The optical Fibre cable from multiple ISP is terminated at our Data Center.
2. **Gateway Device:** Firewall with IDS/ IPS Web/Contained filtering with Log Analyser
3. **Network:** All Campus covered with L3/L2 Switch
4. **Servers:** We have physical servers and virtual servers on high end Blade sever Chassis & Storage devices.
5. **Email:** Hosted on Microsoft O365 Cloud with 50 GB mailbox and 1 TB OneDrive space.
6. **SOC:** Monitoring of all security event logs at Gateway and endpoint level.

4. Roles and Responsibilities:

1. Monitoring of existing ISPs (Internet Service Providers) links and managing Up times.
2. Managing and configuring, the link aggregation devices like Firewall, BGP router.
3. Monitoring of all WAN & LAN Network links, Switches & Wi-Fi for managing UP time.
4. Planning, Managing, Installing, Configuring, Troubleshooting, Reporting, and maintaining of all the Servers.
5. Performing Security Check in e-policy dashboard for threat event for Antivirus Server.
6. Monitoring of all Security Logs and taking preventive action.
7. Assuring the proper working of all the facilities provided with the least downtime.
8. Perform Preventive measures which include, proper earthing check-up, proper check of ups output and backup, preventive maintenance of computers printer on regular basis.



AMITY UNIVERSITY

MADHYA PRADESH

Established vide Government of Madhya Pradesh Act No. 27 of 2010

IT- Policy - IT Support

1. Overview:

Amity IT Support is the main point of contact for getting assistance for issues related to computers (Hardware/Software), Network, WIFI, Printers, Scanners and Telephone etc. The purpose of this policy is to provide a framework for logging IT Support complaints/calls at Amity Helpdesk. Amity IT Helpdesk log the calls and get it resolved through Support Engineer or Vendor Engineer.

2. Scope:

At present, the Amity IT Support Group only works on Amity owned computers and peripherals. In other words, the personal computers and laptops are not supported by the Amity IT Support.

3. Requesting Service:

Amity IT Helpdesk is operated within the IT Support Department in the organization. Amity IT Helpdesk is managed by the IT Support Coordinator and attended by the IT Support Engineers. The IT Support Coordinator records all complaints or calls and assigns to an available or appropriate IT Support Engineer.

Users can contact Amity IT Helpdesk through the following Two methods:

- Phone: (0751- 2496081)
- Email: (helpdesk@gwa.amity.edu)

4. Procedure:

- Every Users have to Log the call at Amity IT- Helpdesk
- After Logging Call by user an automated Call ID is being generated and same call Id is assigned to Engineer.
- Amity IT Support Engineer attend the logged call by same day.


Registrar
Amity University Madhya Pradesh
Gwalior

- Amity IT Support Engineer close the call by troubleshooting and replacing required hardware. In case of call did not resolve a standby device is provided to user.

5. Roles and Responsibilities:

1. Managing users' complaints logged at the Amity IT Helpdesk,
2. Distributing / Assigning of user logged call to Amity IT Engineer's to attend.
3. Installation, Configuration, Monitoring, Troubleshooting, and Maintenance of Users computers and other peripherals.
4. Taking preventive measures like Disk clean up, Windows Patch updating & Antivirus update.
5. Recording and maintenance of the Call Report and taking user remarks and signature by IT Engineer.
6. Arranging & coordinating all the necessary resources required for the completion of IT complaint.
7. Logging of Warranty call with Vendor and coordinating to resolve the call.
8. Maintain IT Support Records of Total Daily Call logged, Pending Call, warranty call, Daily call by Engineer.



Registrar
Amity University Madhya Pradesh
Gwalior



AMITY UNIVERSITY

MADHYA PRADESH

Established vide Government of Madhya Pradesh Act No. 27 of 2010

IT Policy - IT Store

1. Overview

The purpose of the Amity University IT Store is to establish a Centralized system of Planning, Procurement, Recording and Distribution of IT Assets which consists of the need of various departments in the matter of material and devising such policy that all the material that have constant demand, so that they are supplied to the concerned department without delay.

2. Scope:

This policy governs the usage of IT Resources from an end user's perspective.

This policy is applicable to all Students, Staffs, faculties, and research scholars of Amity University.

3. Procedure

1. IT assets received inward are recorded in the Stock Register with the reference of Chalan No / Purchase Order, etc.
2. A File of the photocopy of all the received challans and invoices is maintained.
3. All consumable items are issued through consumable requisition form only.
4. Any IT asset are issue through issue slip.
5. A gate pass is made in case of Assets Transfer to the outside Locations.

4. Roles and Responsibilities:

1. Receipt of materials
2. Storage, Preservation and Safe custody
3. Issue of materials against proper authorization
4. Quantitative accountable of the transactions.
5. Indenting optimum quantity of common stock items periodically at appropriate times or monthly basis.
6. Disposal of obsolete/ unserviceable/scrap items
7. Ensuring the proper and best utilization of all the exiting Assets.
8. Coordination between requirement, demand, and distribution.

5. STOCK VERIFICATION

The Head -IT shall appoint a group of members to conduct a stock verification of all items of various stock registers of the Store section quarterly.

Registrar
Amity University Madhya Pradesh
Gwalior



AMITY UNIVERSITY

MADHYA PRADESH

Established vide Government of Madhya Pradesh Act No. 27 of 2010

IT Policy - IT Security & Surveillance

1. Overview

Automatic Boom Barrier, Turnstile, Bio Metric & IP Cameras offers security at the exit and the entry points of Amity university Campus. Amity university Campus including all academic blocks, hostel has biometric attendance system using Smart Card.

2. Scope:

This policy governs the usage of IT Resources from an end user's perspective.

This policy is applicable to all Students, Staffs, faculties, and research scholars of Amity University.

3. Procedure

Entry of all user's (Student, Staff, faculty, Research Scholar) in the Amity University campus is through Smart Card operated Turnstile Boom Barrier.

Attendance of all faculty/staff is through Biometric devices.

All Amity Campus, include gates, academic blocks, hostel blocks is under IP Cameras Security surveillance system.

4. Roles and Responsibilities:

1. Printing of ID Card / Smart Card for all user of Amity
2. Activation of Id Card with Face & Finger for Attendance System and Access Control at gates.
3. Maintaining and monitoring of Bio Matric System and Access Control System.
4. Managing, Monitoring and Recording of all IP Surveillance Cameras.

Registrar
Amity University Madhya Pradesh
Gwalior



AMITY UNIVERSITY

MADHYA PRADESH

Established vide Government of Madhya Pradesh Act No. 27 of 2010

IT Policy- Computer Lab

1. Overview:

To provide high quality of computer having latest configuration and compute to student and faculty and research scholar. Amity University IT Team is dedicated for maintaining and updating all IT Hardware and Latest Software in computer Lab. The Computer Lab is used for teaching and practical demonstration to enhance learning and creativity.

2. Scope:

This policy governs the usage of IT Resources from an end user's perspective.

This policy is applicable to all Students, Staffs, faculties, and research scholars of Amity University.

3. Lab Procedure:

The important functions of Computer Labs include the following:

1. Computer LAB opening and closing scheduled: -
 - Monday – Friday – 08.30 hrs to 17.30 hrs
 - Saturday – Sunday – As per Approval
2. Be Accessible, helpful and display a positive attitude.
3. Assuring Labs are neat and clean every day.
4. Maintain the Security of the lab, both hardware and software.
5. No food or drink is permitted in the lab.

4. Roles and Responsibilities:

1. Assuring all computers are ready to use and in working state.
2. Managing and maintaining of all lab requirement, solving queries related to labs.
3. Maintaining Lab Inventory with keeping proper records of IT Assets.
4. Maintaining Lab Register of IN/OUT record of Student in Lab.
5. Report any Hardware/Software problem to the IT Helpdesk.
6. Helping Students and Faculty for any technical issue faced by them.
7. Regularly updating Antivirus, Windows patch update & Disk Clean-up.
8. To remove the temp files, Windows Update, Virus definition update.
9. Perform Preventive measures which include, proper earthing check-up, proper check of ups output and backup, preventive maintenance of computers printer on regular basis.

Registrar

Amity University Madhya Pradesh
Gwalior



AMITY UNIVERSITY

MADHYA PRADESH

Established vide Government of Madhya Pradesh Act No. 27 of 2010

IT- Policy - WiFi

1. Overview:

Amity university is equipped with highly secured & advanced Wi-Fi network in all campus. All academic blocks, Hostels are fully covered with Wi-Fi Access points. Wi-Fi network of campus is centrally managed by IT department. For Authentication of users as well as devices, the university have a highly secured system.

2. Scope:

This policy governs the usage of IT Resources from an end user's perspective.

This policy is applicable to all Students, Staffs, faculties, research scholars and Guest of Amity University.

3. Procedure

All user has to complete the registration process in order to access Wi-Fi. Each User can register and connect maximum up to 2 devices at a time. User can manage his/her device by own or take help form IT Department. IT Department has dedicated Wi-Fi helpdesk Service running at Campus by 24X7X365. Wi-Fi access to Guest User is being given and managed by IT Department.

4. Roles and Responsibilities:

1. Wi-Fi AP's and controller are managed and monitored by the IT Department on regular basis within Amity Campus.
2. Wi-Fi network connectivity is given to faculty, students, staff, and guests in all Amity University campus.
3. IT Team is responsible to troubleshoot and rectify issues related to AP's controller or user's devices.

Registrar

Amity University Madhya Pradesh
Gwalior