# QUALITY POLICY

## IT



QUALITY POLICY

- Seed Money Policy
- Admission Policy
- Resource Mobilization & Utilization policy
- Code of Ethics
- Research Policy
- Consultancy Policy
- Purchase Policy
- Committees, Centers & Clubs
- Maintenance Policy
- Curriculum Development Policy
- Library Policy
- Curriculum Feedback Policy
- Innovation and Incubation Policy
- Divyangjan Policy
- Finance Policy
- Examination Policy
- Infrastructure Policy
- e-Governance Policy
- IT Policy
- Green Environment Policy
- HR Policy

| | Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|---|
| | (An Autonomous Institution Affiliated to Bharathiar University Coimbatore)<br>Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)<br>Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India<br>Web: www.drngpasc.ac.in \|Email: info@drngpasc.ac.in \| Phone: +91-422-2369100 | IT |

# IT POLICY

## 1. USER ACCOUNT AND PASSWORD MANAGEMENT POLICY

The following procedures are followed in computer labs to manage the student user accountsin secure manner:

- Register number will be the user's name for all students to access the computers incomputer labs which is created in server.

- Students must change their default password which is received from concern labtechnicians at the time of their first login.

- Students having user name and password with limited privileges to prevent the configuration changes of network systems.

- Student should disable remember user name and password option in their systemsduring login time.

- All the cookies and remember passwords will be removed in system profile and webbrowsers during the preventive maintenance schedule in computer labs.

- Students should ask the concern lab technicians to reset the password if they forgottenor security breach unfortunately.

- Students should not share their email passwords or system login passwords to anyoneto prevent data loss or misuse their accounts.

  The following procedures are followed in departments to manage the staff user accounts in secure manner.

- Employee id will be the user's name for staff to access the Internet in our institution. Default password will be provided at the time of first login by the helpdesk of IT team. Staff can change their password during the first login attempt.

- Sharing folder in server can be access by the authorized staff members through separate user name and password to update the academic and administrative data.


The following procedures are followed in our campus to manage user accounts for IT helpdesk:

- Administrator account of all ICT devices should be reset at the time of installation.

Dr. NGPASC
COIMBATORE | INDIA

| | Dr. N.G.P. ARTS AND SCIENCE COLLEGE<br>(An Autonomous Institution Affiliated to Bharathiar University Coimbatore)<br>Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)<br>Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India<br>Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | Q.P |
| --- | --- | --- |
| | | IT |

- User account and passwords will be reviewed and changed in all servers at periodic intervals.

The following security precautions should be followed by students and staff to manage their user accounts in secure manner.

- Strong alphanumeric passwords should always be used to protect administrator accounts and end user account by using one upper case, one lower case letter and special symbols.
- Passwords for new accounts should NOT be emailed to remote users.
- Passwords must not be stored in clear text or in any easily reversible form in easy access areas.
- Passwords should not contain the first name of staff or equipment.

## 2. WIRED AND WIRLESS NETWORK ACCESS POLICY

The following guidelines are followed to wired network to enrich the performance and speedof network connectivity:

- Network connectivity provided to all blocks of the Institution in an authenticatednetwork access through firewall and VLAN connectivity.
- Any desktop or server that will be connected to the network is configured with aunique IP address assigned by the IT helpdesk.
- File and data sharing facilities on the computer over the network is protected withuser name and password with appropriate access rules in firewall.

The following guidelines are followed to wireless network to enrich the performance andspeed of network connectivity:

- The registration of Wi-Fi access is processed after verification of the technical and personnel details of the user which is filled by them through an online request form inour website.
- Wi-Fi access is provided to staff and student through wireless access points on restricted MAC authentication or secured key to their laptops both in academic and hostels buildings.

| Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|
| (An Autonomous Institution Affiliated to Bharathiar University Coimbatore)<br>Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)<br>Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India<br>Web: www.drngpasc.ac.in \|Email: info@drngpasc.ac.in \| Phone: +91-422-2369100 | IT |

- Guest can access Wi-Fi by getting temporary password through IT helpdesk.
- Users have the responsibility to ensure that they are running up to date antivirus software and that the operating system is fully patched with the latest service packs and hot fixes.

## 3. COMPUTER LAB USAGE POLICY

The following guidelines are followed to computer lab to increase the maximum utilizations of the labs:

- Students aren't to disconnect the computers or monitors power supply either from the computer or from the overall purpose outlet. Students are going to be held responsible for any damage caused should they are doing so.
- Students should connect their personal computers to the wired or wireless network points with prior approval from the concern lab technicians.
- Each person entering the computer laboratory must use their ID card to enter the laboratories and other secured spaces.
- No food or drink is to be taken into the computer labs or near any computers.
- Scheduled classes always have priority in computer laboratories as per time table.
- Print quota is for the printing of experiments only. Lecture notes and other materials are provided in classes and are not to be printed in the labs.
- No advertising material is permitted in the laboratories or the surrounding areas unlessprior consent has been given in writing by staff.
- Computers are not to be left unattended for more than 15 minutes. Computers that arelogged on and left unattended for longer than this time may be logged off without notice and unsaved data will be lost.
- The laboratory computers are provided for research, course work and other sanctioned activity only. Recreational and personal use is not permitted.
- Students are not to install software on to the lab computers under any circumstances, or run any software not installed by technicians.

## 4. SOFTWARE INSTALLATION AND LICENSING POLICY

The following guidelines are followed to install software and monitor the piracy

| Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|
| (An Autonomous Institution Affiliated to Bharathiar University Coimbatore) Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle) Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | IT |

freesoftware's inside the campus:

- All software installed in computers and network devices shall be appropriately licensed by the institution.

- System requirements should be checked by IT helpdesk before installing any software's to maintain performance of computing devices.

- The IT helpdesk team will install application software's requested by the staff as perthe guidelines of the policy and licensing manual.

- Institution shall maintain sufficient documentation to validate that the software isappropriately licensed.

- All the Academic / Non-Academic staff shall accept the responsibility to prevent illegal software usage and abide by the policy.

- Distributing or sharing of software to unauthorized person is highly prohibited.

- Software Applications or Packages will be installed in all computer laboratories basedon request from heads of departments with prior approval from the head of the institution for the academic semester as per the curriculum.

- Periodical Updates of Software is more essential as they come across critical patches, bugs troubleshoot upon update as well it will overcome the security holes which will bring improve the performance of the computer.
  - The institution shall audit periodical time to ensure piracy free software's installed in the computer systems.

- Make sure un-used software packages not covering the curriculum and no longer usedshall be uninstalled.

## 5. IT SECURITY POLICY

The following guidelines are followed to secure the network to avoid un-authorized accessfrom the outside network

- Firewall is a network security device that deployed in our campus network to monitor incoming and outgoing network traffic and block unauthorized access from outside.

- IT helpdesk team of our institution should only be allowed to installation and deployment of IT equipment's and software's in our campus.

| Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
| --- | --- |
| (An Autonomous Institution Affiliated to Bharathiar University Coimbatore)<br>Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)<br>Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India<br>Web: www.drngpasc.ac.in \|Email: info@drngpasc.ac.in \| Phone: +91-422-2369100 | IT |

- Access to systems and their data must be restricted to ensure that information is denied to unauthorized users. All the IT equipment's of our institutions will be accessed through authorized username and password only.

- Enterprise security antivirus software is installed in all computers to prevent malwares, worms, viruses spread into network.

- Remote access of servers and systems must provide adequate safeguards through robust identification, authentication techniques.

- End users should monitor and ensure installation of antivirus software and its periodical updates in their systems.

- End users should be restricted to installing software and change the configuration of IT equipment's by the user level privileges in their accounts.

- E-mail server and web server should be deployed with security software to scan mail and attachments to prevent viruses.

- Important key areas of our institution will be monitored through CCTV cameras as per surveillance policy of our institution.

- Backup of database and files will be stored and retained in on-site and off-site of campus for emergency and disaster period as per backup and restoration policy of ourinstitution.

## 6. CCTV SURVEILLANCE POLICY

The following procedure is following to monitor the surveillance camera and related equipment's in our institution:

- CCTV Surveillance cameras are fixed in key areas of our institution such as: Gate Entrance and Passages of all blocks, Library, Computer Laboratories, Confidential Sections and Hostels.

- The CCTV will be functioning 24 hours each day with recording facility except live audio/sound.

- The CCTVs are monitored centrally from the institution offices by Administrative Officer and technical staff.

- Adequate signage will be displayed at each area in which CCTV camera is sited to indicate that CCTV is in operation.

**Dr. N.G.P. ARTS AND SCIENCE COLLEGE**

(An Autonomous Institution Affiliated to Bharathiar University Coimbatore)
Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)
Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India
Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100

| Q.P |
|-----|
| IT  |

- Footages of CCTVs are recorded through NVR/DVRs and stored in an internal hard disk drive.

- Storage of recordings will be kept for 30 days; at the end of 30 days the storage media will be over righting with new recordings.

- The failures of CCTV and its accessories will be rectified on-time and will be taken care by technical team.

- Recorded data will not be retained for longer period if it is not necessary.

- Proper approval should get from the administrative office to view the playback of CCTV footages if anyone request.

## 7. BACKUP AND DATA RECOVERY POLICY

The following procedures are followed to back up the data in server from the end usersystems:

- An automated scheduled incremental backup method is availed daily in our institution which successive copies of the data contain only the portion thathas changed since the preceding backup copy was made.

- To ensure backed up data is stored in an on-site and off-site location and can be easily found and recovered in the event of an equipment failure, intentional destruction of data, or disaster.

- Backups will be stored onto internal, external hard disk and in the cloud storage applications.

- Checking backup software log reports to ensure that tasks were completed without errors.

- Keep and ensure availability of storage media and space for backup in on-site and off-site.

- IT helpdesk team is responsible to contact the vendor when necessary for troubleshooting for severe issues.

- Backup software used to manage the data backups and recovery process.

The following scheduled process is monitored by technical staff for the backup andretention frequency:

## Daily Backups

- Incremental backups will be stored in external storage media for the period of one month.
- Backup schedule will be created in server once per hour in confidential areas.
- Backup schedule will be created in server twice per day in other than confidential areas.

## Monthly Backups

- Full backups will be stored and retained in on-site and off-site for three months.
- Packing monthly backups storage media and send it to off-site for retention.

## Annual Backups

- Full backups of confidential sections will be stored and retained in on-site and off-site for three years.
- Storage media will be reused after three years if that are still viable.

## Backup Restoration Procedure

Users who need file restoration must submit a request to IT helpdesk through online with proper channel. They will need to mention information about the file creation date, name of the file and the last time when it was changed.

## 8. ICT ENABLED CLASS ROOM POLICY

The following procedure will be followed to establish and monitor the ICT enabled classrooms to the entire campus:

- ICT has a promise to improve the quality of teaching and learning process. Modern technology like electronics and telecommunication provide to strengthen the voice of lecture.
- ICT helps students to explore knowledge to learn the content through self-study. Access of course materials through remote devices from servers. Online digital repositories for lectures, course materials, and digital library.
- Teacher can help the students by ensuring the right direction towards effective

| | Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|---|
| | (An Autonomous Institution Affiliated to Bharathiar University Coimbatore) Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle) Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | IT |

learning. Situational learning, programmed learning, many Online learning courses are some of the example of self-learning strategies that are being utilized with the helpof ICT.

- All class rooms have been equipped with projector to enhance the teaching learning process. Wireless and Wired Local Area Connection facilities are equipped in all classes to access Internet and Intranet applications to the students.

- There are other tools such as headphones, video cameras, and webcams, audio recording software that also encourage the development of speaking and listening skills based on needs.

## 9. INTERNET AND E-MAIL ACCESS POLICY

The following procedure will be followed to provide Internet access to all the users of the institutions.

- Internet access is provided to all employees and students to all blocks of the institution including hostels with wired and wireless mode of distribution through secured firewall connectivity.

- All staff should get user credentials from IT helpdesk to access the Internet inside the institution. Employee ID will be the username for internet access. Default password should be changed by the employee at the time of first login itself.

- Content filtering technique has configured in institution firewall to restrict to visit unwanted websites such as: games, online chats, online shopping, pornography, socialnetworks.

- Students and staff can access the Internet without any browsing cost. Internet access by staff and student's activities will be monitored through firewall.

- Internet will be used by staff and students for their academic and administrative related activities of the institution.

- Sharing confidential documents and proprietary information outside of the Institution is strictly prohibited.

| Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|
| (An Autonomous Institution Affiliated to Bharathiar University Coimbatore)<br>Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)<br>Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India<br>Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | IT |

The following procedure will be followed to provide E-mail access to all the users of the institutions:

- Staff should identify themselves properly when using Email through the use of a signature block at the conclusion of e-mail messages The signature block will state the employee's name, position, and include a disclaimer stating that the Email is intended only for the nominated recipient and if received in error the sender should benotified as soon as possible.

- Official Email ID is provided through website coordinator to communicate official information inside and outside the campus.

- Staff must be aware of the potential for on-line personal safety issues on the Internet and Email and ensure that students are supervised during on-line activities.

- Website coordinator has to monitor the official email distribution wherever possible circumstances to maintain authenticity of email access.

- Staff and all users are accountable for e-mail they create and distribute through the network.

- Staff and students must respect the privacy of others. Email should not be forwarded without the express permission of the writer contained with the details provided within the signature block of the original author.

- Virus protection programs are to be set to automatically scan email on download, and all downloaded files on first use. Files downloaded from the Internet are to be saved to disk first, and then scanned before being opened / installed.

## 10. IT ASSET MANANGEMENT POLICY

The following procedure will be followed for IT asset inventory management in our institution:

### Purchase Indent

- Authorized staff will raise the purchase indent to the management based on the requirements with detailed configuration. After the approval of purchase indent

| | Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|---|
| | (An Autonomous Institution Affiliated to Bharathiar University Coimbatore)<br>Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)<br>Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India<br>Web: www.drngpasc.ac.in \|Email: info@drngpasc.ac.in \| Phone: +91-422-2369100 | IT |

by the management, purchase department will get the quotations from multiple vendors.

- Validity of quotation should be verified by concern person. Negotiation process isto be finished to get the final price to raise the purchase order by the purchase department in front of the management representatives and vendors.

- After completion of negotiation, purchase committee has to identify which vendoris eligible to get purchase order. Eligible vendor will get purchase order from the purchase manager.

### Responsibilities of Vendor

- Keep and ensure sufficient date of delivery of IT assets and payment procedure asmentioned on the purchase order.

- At the time of delivery of products, vendor should submit the delivery challan or invoice to the institution with seal and signature.

- Mostly new IT assets should be installed by vendors through authorized technical experts at first time to ensure there is no physical damage in their products and produce installation and warranty reports.

### IT Asset Movement

- IT assets will be moved to one location to another location based on needs by theIT helpdesk team after approval from the administrative office.

- All movements have entered into concern stock register and online web portal fortracking assets easily.

### IT Asset Stock Verification

- Stock verification will be followed for all IT assets at end of the academic yearfrom the stock verification team which is constituted by the institution.

- After the completion of stock verification, the team will submit detailed report tothe management.

### Disposal of IT Assets

- When IT assets have reached the end of their life, IT helpdesk will dispatch

| Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
| (An Autonomous Institution Affiliated to Bharathiar University Coimbatore) Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle) Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | IT |

theequipment as e-waste through proper manner.

- IT helpdesk will follow the guidelines for disposal of IT assets based on oure-waste management policy.
- All the data and configurations of IT assets will be deleted before disposal ofe-waste.

## 11. PREVENTIVE AND CORRECTIVE ACTION MAINTENANCE POLICY

The following procedures are followed for maintenance of computer lab in the Institution:

- Analyze the tasks or jobs required to maintain each piece of equipment as well as the frequency period with which these tasks should performed (i.e., daily, monthly, quarterly, and annually). Preventive maintenance scheduled task is best suited to be inaround run-time hours.
- Important equipment's such as server, desktop and CCTV having separate preventive maintenance schedule and checklist are available to increase the equipment performance and reduce the breakdown.
- Information Technology Services reserves the right to perform routine network, desktop and server maintenance and updates after the working hours of institution. Access to ICT enabled services and systems may be down for during this time.
- In-house technicians will take care of entire ICT related equipment at time of preventive and corrective action schedule.
- All the online UPS are under an annual maintenance contract for preventive and corrective action related trouble calls.
- Service request or purchase request will be raised to management if there is any majorfailure occurred in the equipment or parts of equipment.

## 12. PRINTING/SCANNING/REPROGRAPHY POLICY

The following procedures are followed for printing by staff and students for record note and other academic related activities.

- Reprographic section is available inside the campus for Staff and Students to

**Dr. N.G.P. ARTS AND SCIENCE COLLEGE**

(An Autonomous Institution Affiliated to Bharathiar University Coimbatore)
Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle)
Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India
Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100

**Q.P**

**IT**

avail theservices.

- All should practice all reasonable steps to reduce the usage of printers, copiers and consumables.

- Students can take prints for their record notes in computer laboratories those who are having computer practical.

- All charges for student printing will be managed by IT Services and utilized to manage and provide equipment, servicing, consumables and other associated costs and to develop service improvements. Charges to students will be subject to the total cost of providing the service.

- Staff wants to print large or multiple documents (eg, booklets) should utilize college commercial printing services rather than local small printers.

- Student and staff can avail the scanning services in Reprography section to scan the official document without any cost.

- Scanned document can be send to their e-mail id or them

## 13. SERVER MAINTENANCE POLICY

The following procedures are followed to maintain server to increase the performance andspeed of the operations.

- Server configuration details including security measures and details of privilegesaccounts are maintained by computer cell.

- All servers should be dedicated to the specific tasks associated with its role andlocated in a protected area with restricted-access from end users.

- Database backups are periodically taken and retained specific locations as per backup andrestoration policy.

- Install new updates and security patches are very important to keep server hardwareand software up-to-date.

- Review the username and password at specific interval and change the password periodicaltime and ensure complexity of password creation procedure.

- Before making any changes to server should ensure backups are working properly. You may run few test recoveries if you are going to erase critical data and codlings.

| | Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|---|
| | (An Autonomous Institution Affiliated to Bharathiar University Coimbatore) Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2nd Cycle) Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | IT |

- RAID controller must be used in all servers to avoid data loss during disk failure anddisaster period of time.

- Regular security audits should be done into all servers to check the system configuration, OS updates and other potential security risks.

- Hard Disk usage and user account role must be checked at specific interval to increasethe performance of server.

## 14. WARRANTY AND AMC CONTRACT POLICY

Computers and IT assets purchased by our institution should preferably cover with 3 years on-site comprehensive warranty except few assets from the data of installation. After the expiry of warranty period, IT assets should be under the maintenance of in-house labtechnicians of computer lab.

The following are the procedure of warranty claim:

- Complaint request will be given to vendor who is supplied the particular equipment orthe manufacturer through online or voice call. They will issue the case id or referencenumber against the complaint request.

- Based on complaint, technical person will come to on-site to observe the complaint and service or replace the equipment or part of equipment. Sometimes equipment or part of equipment will be dispatched to service vendor if not able to service at on-site through proper channel.

- After completion of service equipment, in-house technician will verify the equipment status and authorize to raise service report to close the complaint request.

The following are the procedure of AMC claim:

- Service request will be raised by in-house technicians to concern vendor whenever theequipment failure.

- Service engineers will reach on-site to rectify the equipment problem on the day of complaint. In critical case, sensitive electronic boards will be sent to them for chip level service through proper channel.

- After completion of service equipment, in-house technician will verify the equipment status and authorize to raise service report to close the complaint request.
- Preventive maintenance is scheduled once in quarter to enrich the performance of equipment as per annual maintenance contract.
- During preventive maintenance time, inner and outer side of equipment's will be cleaned through air blower by the authorized service engineers.
- Distilled water will be filled to batteries of UPS whenever required to increase the lifeof battery and enrich the equipment performance.

## 15. E-WASTE DISPOSAL POLICY

Institution has formed waste management committee to monitor the e-waste things are disposed in proper manner. Also, we provide orientation to our students and staff how to dispose the e-waste in systematic manner through pollution control departments and agencies.

There are three key principles are followed to disposal of un-used or out dated electrical and electronics appliances in our Institution to manage e-waste management.

- Donated low configuration desktops to nearby government schools.
- Return to Manufacturer for re-cycle.
- Dispose as scrap through vendors.

## 1. User Name and Password Management



## 2. Wireless Access Permission

## 3. Student Login Register

Dr. N.G.P. ARTS AND SCIENCE COLLEGE (Autonomous)

Coimbatore - 641 048

### STUDENT'S LOGIN REGISTER

Date

Department

Subject

Name of the Lab

Class & Section

Staff Signature with Name

| S No | Login No | Cabin No. | Time In | Out | Name | Signature |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Dr. NGPASC
COIMBATORE | INDIA

### 4. Software License

**Microsoft Open Value Subscription Education Solutions**
**Order Confirmation Notice**

2020-09-30

Dr.O.T. Buvaneswaran
Kovai Medical Center Research and Educational Trust
No.940/1A & B, Kovai Estate, Kalapatti Road,
Coimbatore
TN 641048
India

Dear Dr.O.T. Buvaneswaran,

Thank you for submitting your order through your chosen reseller Quadrasystems.net (India) Private Limited under your Open Value SubscriptionEducation Solutions Agreement. We are pleased to inform you that Microsoft has received and accepted this order for the software licenses or online services as detailed in the table below.

Please note that this notification is a part of proof of license. To help with your record keeping, we ask that you keep all Microsoft notices received during the term of your agreement. Please refer to your Open Value SubscriptionEducation Solutions Agreement for your payment obligations and details on your evidence of license. Order details are retrievable via Volume Licensing Service Center (VLSC) at https://www.microsoft.com/licensing/servicecenter

**Agreement details:**

| | |
|---|---|
| Program: | Open Value SubscriptionEducation Solutions |
| Customer Name: | Kovai Medical Center Research and Educational Trust |
| Reseller: | Quadrasystems.net (India) Private Limited |
| Agreement Number: | V1724479 |
| Start Effective Date: | 2019-09-24 |
| End Effective Date: | 2022-09-30 |

01-10-2020

Chief Executive Officer

Dr. NGPASC
COIMBATORE | INDIA

| | Dr. N.G.P. ARTS AND SCIENCE COLLEGE | Q.P |
|---|---|---|
| | (An Autonomous Institution  Affiliated to Bharathiar University  Coimbatore) | |
| | Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2nd Cycle) | IT |
| | Dr. N.G.P. – Kalapatti Road  Coimbatore-641048  Tamil Nadu  India | |
| | Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | |

## 5. IT Security
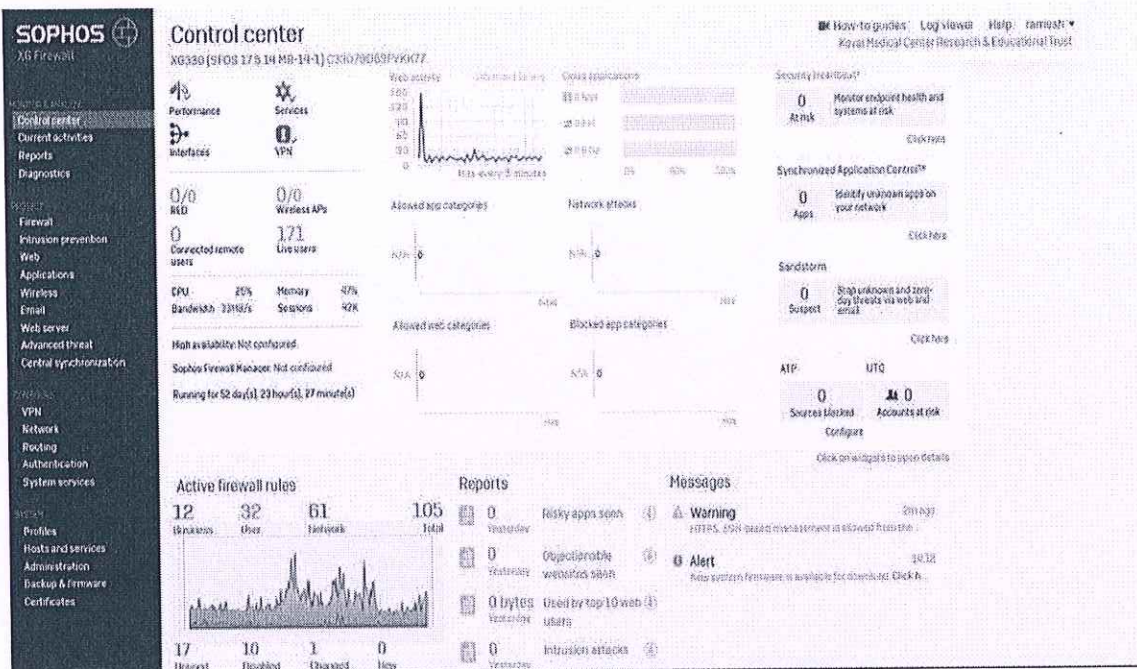


## 6. CCTV Surveillance

## 7. Backup and Recovery
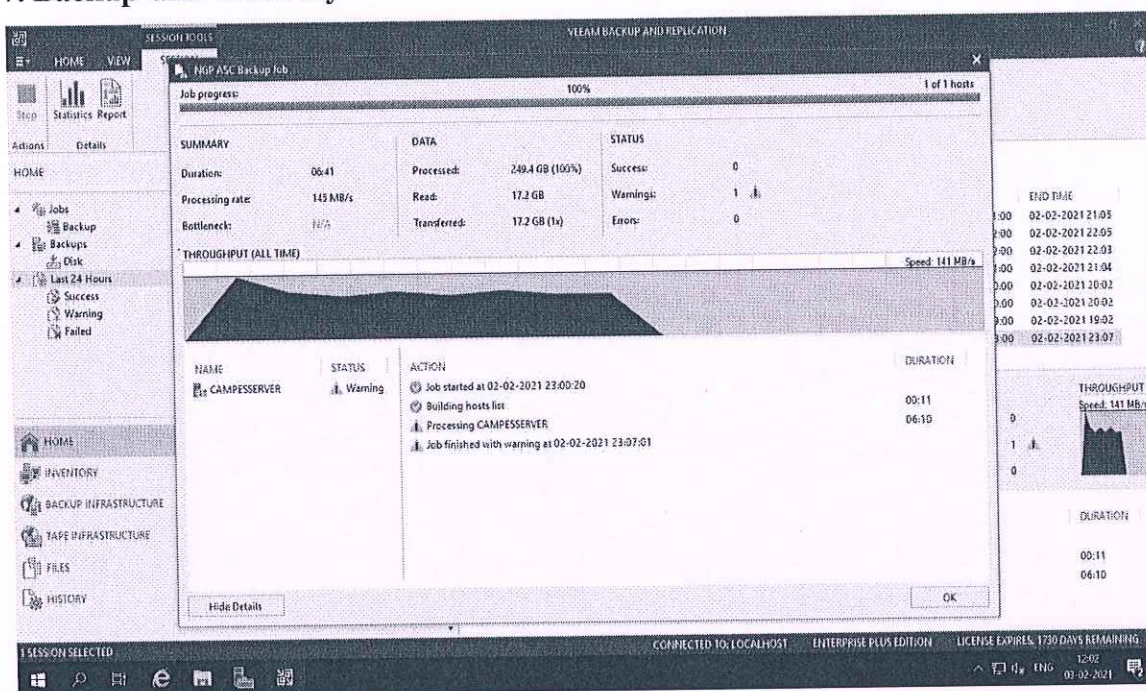


## 8. Wi-Fi Request for Internet Usage

# Dr.N.G.P. ASC Wifi Registration

* Required

## Student WiFi Registration

Student Name: *

Your answer

Roll No: *

Your answer

## 9. Preventive Maintenance Register

### Dr.N.G.P ARTS AND SCIENCE COLLEGE
### COIMBATORE -641 048

### PREVENTIVE MAINTENANCE REGISTER

COMPUTER LAB II

| S.No | DESCRIPTION | Febraury - 2021 | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 5-Feb-21 | REMARKS | 12-Feb-21 | REMARKS | 19-Feb-21 | REMARKS | 26-Feb-21 | REMARKS |
| 1 | Delete Temp. Files | | | | | | | | |
| 2 | Delete User Profile | | | | | | | | |
| 3 | Delete Unauthorised Softwares | | | | | | | | |
| 4 | To Check Antivirus Update & Schedule | | | | | | | | |
| 5 | Run Disk Cleanup, Defragment | | | | | | | | |
| 6 | To Check Hard Disk Errors | | | | | | | | |
| 7 | Windows Update | | | | | | | | |
| 8 | UPS Backup Checking | | | | | | | | |
| 9 | Clean Computer Mouse, Keyboard, Monitor | | | | | | | | |
| 10 | Printer General Servicing | | | | | | | | |

Note : Preventive Maintenance for every week Friday evening 4:00pm to 5:00pm

Work Done By
Lab Technician

Computer Cell Coordinator

## 10. AMC Contract Approval

NUMERIC/CBE/AMC/NGPCAS/029/2019
March 26, 2019

### COMPREHENSIVE MAINTENANCE CHARGES

EQUIPMENT DETAILS : As per annexure

AMC PERIOD : 01/04/2019 to 31/03/2020

AMC CHARGES : As per annexure

### TERMS & CONDITIONS

1) Novateur's service personnel will visit the installation sites for periodic preventive maintenance check up of the UPS systems once in three Months.

2) Apart from the periodic preventive maintenance visits, all breakdown calls on the systems covered under AMC and reported to the respective Novateur Service Branches emanating from the user will be attended to.

3) AMC will be executed, if the machine is in working condition and the above-mentioned AMC Amount applicable only for Numeric Make UPS Systems.

4) During the preventive maintenance check ups, the system will be cleaned and general performance will be checked.

5) Cost of all spares that are replaced in the UPS systems will be covered under this Comprehensive Annual Maintenance Scheme.

6) The rates offered are for the services during normal working hours between 9.00.am to 5.30.pm. on working days only. For 24*7 coverage the rate will be charges additionally.

7) Exclusions: The following services are not included in this Scheme, but could be done on payment basis: Missing/stolen parts in the UPS and DC backup source.
   a) Shifting of UPS and accessories.
   b) Extra accessories required for the use of the UPS.
   c) Repairs and replacement to DC backup.
   d) Electrical Wiring, Accessories & its associated problems

## 11. Corrective Action – Complaint and Service

Dr.N.G.P. ARTS AND SCIENCE COLLEGE
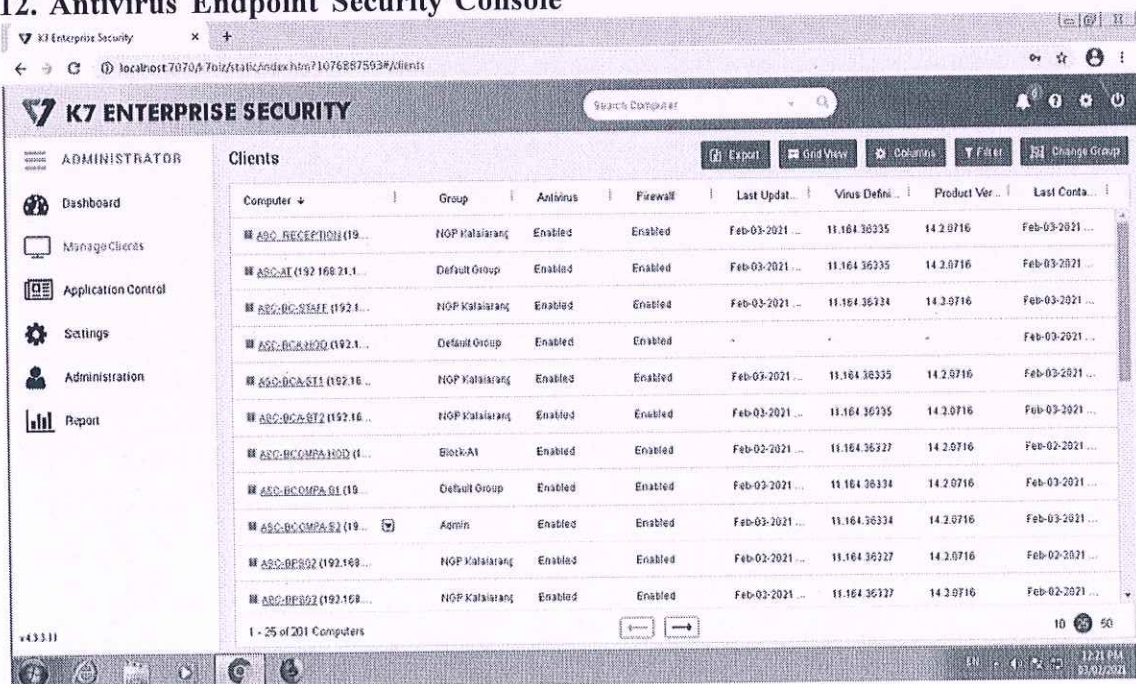
COIMBATORE - 641 048.

COMPUTER CELL

CORRECTIVE ACTION - COMPLAINT & SERVICE REGISTER

COMPUTER LAB II

| S.No | Date | Cabin No. | Nature of Problem | Action Taken | Problem Attended By Signature and Name | Problem Rectified Date | Signature of Co-ordinator |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

## 12. Antivirus Endpoint Security Console

## 13. Website URL Request Form

<div align="center">

**Website URL Request Form**

</div>

### Type of Request

☐  I would like to request Block the Website URL    (For Eg. www.facebook.com)

☐  I would like to request Un-Block the Website URL (For Eg. www.bseindia.com)

### Personal Details

Full name:...........................................................................................................

Department...........................................................................................................

Employee-ID/Register-No.:...........................................................................................................

E-Mail-Address:...........................................................................................................

Mobile No...........................................................................................................

### Request and Incident Details

Date of Request: ...........................................................................................................

Reason for Block / Un-Block Website URL:...........................................................................................................

### Declaration

I certify that the information given on this form is true.

Signature of Applicant

| | | Q.P |
|---|---|---|
| **Dr. N.G.P. ARTS AND SCIENCE COLLEGE** | | |
| (An Autonomous Institution Affiliated to Bharathiar University Coimbatore) | | IT |
| Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2ndCycle) | | |
| Dr. N.G.P. – Kalapatti Road Coimbatore-641048 Tamil Nadu India | | |
| Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100 | | |

## 14. CCTV Footage Request Form

| CCTV Footage Request Form |
|---|

### Type of Request

☐ I would like to view CCTV footage.

☐ I would like to request a copy of CCTV footage.

### Personal Details

Full name:..................................................................

Department..................................................................

Employee-ID/Register-No.:..................................................................

E-Mail-Address:..................................................................

Mobile No..................................................................

### Request and Incident Details

Date of Request:..................................................................

Date of Incident: ..................................................................

Time Period of Incident: ..................................................................

Reason for Request:..................................................................

Description of Incident with location:

..................................................................

..................................................................

### Declaration

I certify that the information given on this form is true.

Signature of Applicant

11/6/18

**(Prof. Dr. V. Rajendran)**
**Principal**

# Dr. N.G.P. Arts and Science College

**An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)**

**Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2nd Cycle)**

**Dr. N.G.P. – Kalapatti Road, Coimbatore-641048, Tamil Nadu, India**

**Web: www.drngpasc.ac.in |Email: info@drngpasc.ac.in | Phone: +91-422-2369100**