Digital and IT Infrastructure Policy

1. Preamble

IES University, Bhopal, is a multidisciplinary institution committed to excellence in teaching, research, and innovation through the effective use of digital technologies and IT infrastructure. In the rapidly changing educational landscape of the 21st century, digital transformation is no longer optional — it is central to academic growth, institutional visibility, and stakeholder engagement.

This Digital and IT Infrastructure Policy provides a comprehensive framework to govern, maintain, and continually improve the University's technological ecosystem. It covers hardware, software, networks, information systems, cybersecurity, social media governance, and digital content management — ensuring seamless, secure, and sustainable digital operations.

The policy reflects IES University's vision to emerge as a smart, sustainable, and student-centric digital campus, aligned with the Digital India Mission, NEP 2020, and the United Nations Sustainable Development Goals (SDGs), particularly SDG 4 (Quality Education), SDG 9 (Industry, Innovation and Infrastructure), and SDG 17 (Partnerships for the Goals).

2. Vision

To establish IES University as a digitally empowered academic institution that integrates technology in every aspect of teaching, research, administration, and outreach for delivering efficient, inclusive, and sustainable education.

3. Mission

1. To build robust, scalable, and secure digital infrastructure supporting all academic and administrative functions.

2. To promote digital literacy and e-learning among students and faculty.

3. To ensure transparent and paperless governance through integrated management systems.

4. To utilize social media and digital platforms for outreach, research dissemination, and global engagement.

5. To protect the integrity, privacy, and security of institutional digital assets and data.

4. Objectives

- Develop and maintain a reliable, high-speed campus-wide IT network and Wi-Fi ecosystem.

- Implement cloud-based and ERP-integrated solutions for administration, examination, HR, and learning management.

- Ensure cybersecurity, data backup, and privacy protocols in all operations.

- Facilitate e-learning, smart classrooms, and blended learning environments.

- Institutionalize policies for social media, website management, and digital content creation.

- Establish a Digital Resource Centre and strengthen ICT capacity among staff and students.

- Align all digital initiatives with NAAC, NBA, and NIRF requirements.

5. Scope

This policy applies to:

- All departments, faculties, centres, and administrative offices of IES University.

- All digital systems, hardware, software, and services deployed by the University.

- Faculty, staff, students, research scholars, and external collaborators using the University's IT infrastructure.

- Social media accounts, digital publications, and websites managed under the IES University brand.

6. Digital and IT Governance Structure

To ensure effective planning, execution, and monitoring, the University shall operate a multi-tiered digital governance framework:

Body/Cell	Responsibility
Digital Transformation Committee (DTC)	Policy formulation, digital roadmap approval, and monitoring
IT & Network Cell	Infrastructure maintenance, cybersecurity, and system upgrades
Management Information System (MIS) Cell	ERP, data analytics, and reporting
Media and Web Cell	Website, social media, and digital content governance
E-Learning Cell	LMS, digital pedagogy training, and online content development
Data Security and Compliance Cell	Ensuring adherence to IT Act, data privacy, and audit protocols

7. Core Digital Infrastructure

7.1 Campus Networking and Connectivity

- The University shall maintain a high-speed fiber-optic backbone with redundant connectivity ensuring uptime of at least 99%.

- All academic blocks, libraries, laboratories, and hostels shall have Wi-Fi coverage.

- Network switches, routers, and servers shall be centrally managed with firewall protection.

- Guest Wi-Fi access shall be regulated through MAC-based authentication.

7.2 Data Centres and Servers

- A Centralized Data Centre shall host the University ERP, LMS, website, and internal applications.

- All data servers will be backed up regularly (daily incremental and weekly full backup).

- Offsite cloud storage shall be used for redundancy and disaster recovery.

- The IT Cell shall maintain logs for system usage and access control.

7.3 Hardware Infrastructure

- All computing systems will be standardized for configuration and compatibility.

- Annual procurement and replacement policy will ensure performance and energy efficiency.

- Departments shall maintain inventory records in coordination with the IT Cell.

7.4 Software Ecosystem

- The University shall use **licensed software only** for teaching, administration, and research.

- Commonly deployed platforms:

  o **ERP System:** Integrated University Management for HR, Finance, Academics, and Exams.

  o **LMS:** Moodle/Google Classroom for blended learning.

  o **Antivirus and Security Suites:** Campus-wide protection and updates.

  o **Productivity Suites:** Microsoft 365, Google Workspace, or equivalent.

- o **Research Tools:** Turnitin, Mendeley, Grammarly, and data analysis software (SPSS, MATLAB, etc.).

7.5 Smart Classrooms and E-Learning

- All classrooms shall progressively be converted to smart classrooms equipped with projectors, digital boards, and video conferencing systems.

- The E-Learning Cell will assist faculty in developing MOOCs, video lectures, and multimedia content aligned with SWAYAM and ARPIT platforms.

- Every course shall have at least one digital module accessible through LMS.

8. Digital Administration and Governance

8.1 University ERP System

IES University shall maintain a comprehensive Enterprise Resource Planning (ERP) platform integrating:

Module	Functions
Admission Management	Application, selection, and enrollment
Academic Management	Attendance, course schedules, and curriculum
Examination	Online assessment, evaluation, and results
HR & Payroll	Employee records, attendance, and salary processing
Finance & Accounts	Budgeting, fees, and audit
Library Management	Digital catalogues and resource tracking
Hostel & Transport	Online allocation and grievance redressal
Feedback and Surveys	Continuous improvement and quality audits

8.2 Digital Signatures and E-Governance

- All administrative approvals shall progressively shift to digital signatures for authentication.

- Circulars, notifications, and official communications shall be issued via ERP or official email only.

- File tracking and record management will move toward paperless e-office systems.

9. Data Management, Security and Privacy

9.1 Data Ownership and Classification

- All institutional data generated through teaching, research, and administration is the intellectual property of IES University.

- Data will be classified as Public, Internal, or Confidential depending on sensitivity.

9.2 Cybersecurity Protocols

- Implementation of firewalls, intrusion detection systems (IDS), and antivirus protection.

- Mandatory two-factor authentication (2FA) for ERP, email, and LMS logins.

- Annual cybersecurity audit by an external agency.

- Faculty, staff, and students must not install unauthorized applications or connect external drives without IT Cell clearance.

9.3 Data Backup and Disaster Recovery

- Centralized automated backup (daily, weekly, monthly) maintained on secure servers and cloud storage.

- Data retention period: minimum 5 years for academic records, 10 years for financial and research data.

- Disaster Recovery Plan to be tested bi-annually.

9.4 User Privacy and Ethical Use

- Personal data (student, employee, or collaborator) shall be collected and processed only for legitimate academic or administrative purposes.

- No unauthorized data sharing, monitoring, or publication is permitted.

- The University complies with provisions of the Information Technology Act, 2000, and data protection norms.

10. Cyber Ethics and Acceptable Use Policy

All users (faculty, staff, students) must:

- Use University IT systems only for educational and research purposes.

- Refrain from accessing, circulating, or downloading obscene, offensive, or copyrighted materials.

- Not share login credentials or attempt to hack or bypass security.

- Not use University platforms for political or commercial propaganda.

- Respect copyright, intellectual property, and academic honesty in all digital communications.

Violation of this policy may lead to disciplinary action as per University regulations.

11. Social Media and Digital Content Policy

11.1 Purpose

To ensure responsible, strategic, and ethical use of social media platforms for institutional promotion, communication, and stakeholder engagement while maintaining academic decorum and brand integrity.

11.2 Official Accounts and Administration

- All official social media accounts of IES University (Facebook, Instagram, YouTube, LinkedIn, X/Twitter) shall be created, verified, and maintained by the Media Cell under the supervision of the Registrar and Pro-Chancellor's Office.

- Departments may maintain sub-pages only with prior approval from the Media Cell.

- Passwords and admin rights will be centrally controlled to prevent misuse.

11.3 Content Guidelines

Platform	Type of Content	Frequency
Facebook & Instagram	Event highlights, campus life, achievements	3–5 posts/week
LinkedIn	Research, placements, professional achievements	2–3 posts/week
YouTube	Academic talks, webinars, student projects, IES TALKs	Weekly uploads
X (Twitter)	News, short updates, public outreach	2–3 posts/week

11.4 Content Approval Mechanism

- The Media Cell shall vet all content for factual accuracy, grammar, and brand consistency.

- Sensitive posts (policy statements, official positions) require prior approval from the Registrar or Vice Chancellor.

- Student clubs and departments must route their digital content through the Departmental Media Coordinator.

11.5 Ethical and Legal Compliance

- Posts must not violate copyright, privacy, or defamation laws.

- Political, religious, or discriminatory content is strictly prohibited.

- Use of AI-generated content must be transparent and acknowledged.

- Consent is mandatory for posting identifiable images of students or staff.

11.6 Crisis Communication

- In case of misinformation or online controversy, the Media Cell shall issue an official clarification within 24 hours.

- Only authorized spokespersons may respond to media queries.

12. Website and Digital Content Management

12.1 Website Governance

The official website (**https://iesuniversity.ac.in**) shall serve as the authentic digital interface for all academic, administrative, and admission-related information.

- Managed by the Media and Web Cell in collaboration with the IT Cell.

- Updated weekly for notices, results, events, and achievements.

- Departmental pages shall be maintained by designated coordinators.

- Annual content audit by IQAC to ensure accuracy and completeness.

12.2 Mandatory Disclosures

The website shall include:

- Academic programs and syllabi.

- Statutory bodies and committees.

- Research and publications.

- SDG activities and best practices.

- SOPs of Ph.D. Cell.

- Student welfare and grievance redressal details.

- Annual reports, IQAC minutes, and accreditation documents.

12.3 Digital Content Archiving

- All digital materials (videos, photos, reports, publications) shall be archived under the Digital Repository of IES University.

- Metadata tagging will ensure easy search and retrieval.

- Digital content shall be categorized as open access, restricted, or internal.

13. Learning Management System (LMS) and E-Content

- Every course must be uploaded on the LMS with syllabus, lecture notes, assignments, and quizzes.

- Recorded lectures shall be stored in the E-Resource Library for revision and accessibility.

- Faculty will be trained to design digital pedagogies, e-assessments, and blended learning models.

- Student learning analytics from LMS will be used for continuous academic improvement.

14. Digital Inclusion and Accessibility

- The University shall ensure digital equity by providing access to devices and Wi-Fi to economically weaker students through a loan or support scheme.

- Websites, LMS, and digital materials shall comply with Accessibility Standards (WCAG 2.1) to support differently-abled users.

- Captioning and transcript facilities will be integrated for audio-visual content.

15. Green and Sustainable IT Practices

- Promote paperless communication and e-certificates.

- Use energy-efficient computing systems and server virtualization.

- Encourage digital submission of assignments and research reports.

- Recycle e-waste through authorized agencies.

- Promote awareness on "Digital Carbon Footprint Reduction."

16. IT Support, Maintenance, and Training

- The **IT Cell** shall provide 24x7 helpdesk services for network or system issues.

- Preventive maintenance schedules for all hardware and labs.

- Periodic faculty development programs on digital tools, cybersecurity, and data management.

- Annual student workshop series on digital literacy, coding, and AI applications.

17. Research and Innovation Support Systems

- Facilitate access to online databases (Scopus, IEEE, PubMed, etc.).

- Implement plagiarism check tools for quality research.

- Support digital simulation and modeling labs for engineering and health sciences.

- Encourage open-access publishing through the institutional repository.

18. IT Policy for Examination and Evaluation

- Encourage online examination and digital answer script evaluation.

- Examination data stored on secure servers with restricted access.

- Result processing through ERP with audit trails.

- Proctoring solutions for remote exams under controlled conditions.

19. Digital Communication and Email Policy

- All official communications must use @iesuniversity.ac.in domain emails.

- Bulk messaging and announcements via ERP or SMS gateways approved by Registrar.

- Unsolicited mass emails or external promotional communications are prohibited.

- Phishing and suspicious emails must be reported immediately to IT Cell.

20. Monitoring and Compliance

20.1 Periodic Review

- Quarterly internal IT audit by IT Cell.

- Annual performance review by Digital Transformation Committee.

- Third-party security audit every two years.

20.2 Reporting and Accountability

- Each department shall designate an IT Coordinator responsible for compliance and digital hygiene.

- Violations or misuse shall be reported to the Registrar and handled under disciplinary rules.

21. Capacity Building and Digital Literacy

IES University shall ensure continuous upskilling of all stakeholders through:

- Digital Empowerment Workshops for faculty and non-teaching staff.

- Student orientation programs on e-learning, cybersecurity, and digital etiquette.

- Specialized training in AI, Data Analytics, and ICT Tools.

22. Review and Upgradation of Policy

This policy shall be reviewed every three years or earlier as per technological advancements and UGC/AICTE guidelines.

The Digital Transformation Committee shall recommend updates for approval by the Academic Council.

23. Expected Outcomes

1. Fully digitized academic and administrative processes.

2. Strengthened online learning and blended pedagogy ecosystem.

3. Enhanced visibility and digital reputation of IES University.

4. Data-driven governance ensuring transparency and accountability.

5. Cyber-secure and sustainable IT infrastructure aligned with global standards.

24. Conclusion

The Digital and IT Infrastructure Policy of IES University is a roadmap for a Smart, Sustainable, and Secure Campus. It integrates digital technology into every aspect of institutional functioning — academics, research, administration, and outreach — enabling efficiency, innovation, and inclusiveness.

Through strategic investment in technology, strong data governance, and responsible digital citizenship, IES University positions itself as a digitally empowered institution of higher learning, driving innovation and social impact in the digital era.

Approved by:
Academic Council, IES University, Bhopal