PIBM | PUNE INSTITUTE OF BUSINESS MANAGEMENT

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Standard Operating Procedures (SOPs) for IT

IT Policy

- The Institute's IT policy exists to maintain, secure, and ensure legal and appropriate use of the Information technology infrastructure established by the Institute on the campus.
- This policy establishes Institute-wide strategies and responsibilities for protecting the Confidentiality, Integrity, and Availability of the information assets that are accessed, created, managed, and/or controlled by the Institute.

The policy applies to
- Students: UG, PG, Research
- Employees (Permanent/ Temporary/ Contractual)
- Faculty
- Administrative Staff (Non-Technical / Technical)
- Higher Authorities and Officers
- Guests

Proposal of budget, requisition of budget, approval of budget, and utilization of budget

At the beginning of the academic year, the budget shall be allocated for the purchase of new equipment such as computers, keyboards, mouse, printers etc.

The budget shall be based on the strength of upcoming students, an increase in staff, replacement of computer accessories due to wear and tear, loss, damage, etc.

The budget shall be prepared by the IT department in coordination with academics and the HR department under the guidance of the **Head of IT** and approved by the **Director** of the institution, which is then submitted to the **Accounts** department.

The utilization of the budget shall be done as per the Procurement Policy of PIBM.

Configuration of the desktop and the logic behind it

The desktops should serve the purpose for which students and staff are using them. Therefore, the configuration should meet the following requirements of students and staff.

1. Processor for document creation, maintenance, and access
2. Storage space for all academic purposes
3. Functionality of software like Microsoft Windows, R Studio, SPSS (selective), MS Office, etc.

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To meet the above requirements, the configuration of each desktop & Laptop is as follows

User Group –Students (IT Lab)	
Particulars – HP Desktop	**Configuration**
Processor	Core i5
RAM	4GB
Hard Drive	320 GB
Monitor	15 Inch
Operating system	Windows 10

User Group – Staff	
Particulars – Lenovo Laptop V110	**Configuration**
Processor	AMD A6-9210
RAM	4.00 GB
Hard Drive	500 GB
Monitor	15 Inch
Operating system	Windows 10

User Group – Staff	
Particulars – HP Laptop 245 G6	**Configuration**
Processor	AMD A9-9425
RAM	4.00 GB
Hard Drive	1 TB
Monitor	14 Inch
Operating system	Windows 10

User Group – Staff	
Particulars – Lenovo V15	**Configuration**
Processor	AMD Ryzen 3
RAM	4.00 GB
Hard Drive	1 TB
Monitor	15 Inch
Operating system	Windows 10

User Group – Staff	
Particulars – Acer N19H1A	**Configuration**
Processor	Intel Celeron
RAM	4 GB RAM
Hard Drive	1 TB

Monitor	15 Inch
Operating system	Windows 10
User Group – Staff	
Particulars – Asus - P1412CEA	**Configuration**
Processor	Intel I3
RAM	4 GB RAM
Hard Drive	256 GB SSD
Monitor	15 Inch
Operating system	Windows 10

User Group – Staff	
Particulars – Acer Aspire Lite	**Configuration**
Processor	Intel I3
RAM	8.00 GB
Hard Drive	256 GB SSD
Monitor	15 Inch
Operating system	Windows 10

Capital purchase policies - Procurement, amortization, disposal

Capital purchase shall be done as per the Procurement Policy of PIBM.

Depreciation shall be charged on computers, including computer software, at the rate of 50% using the Written Down Value Method as per Income Tax guidelines.

At the **end of the life of the equipment**, the computer is disposed of after carrying out the actions mentioned below. The equipment should be disposed of by an authorized e-waste recycling vendor only.
1. Save important files
2. Wipe the hard drive clean
3. Delete and overwrite sensitive files
4. Turn on drive encryption
5. Deauthorize the computer
6. Delete the browsing history
7. Uninstall the programs
8. Wipe the hard drive
9. Selling the parts of the computer/equipment if they are in saleable condition
10. The unsaleable parts/units are sold to Prabhunath Traders (E-Waste Management Company) for recycling purposes at the market rate.

Vendor profile - identification, qualification, management of vendors

Vendor for the purpose of procurement of IT equipment are shortlisted by the IT department in consultation with the Director on the basis of

- Years in business,
- Ability to constantly supply products or services,
- Ability to supply all the products required or the complete solution,
- Substantial catalogue of products or range of services,
- Appropriate supply of internal experts that can answer questions,
- Sustainability and financial stability,
- Prices,
- Delivery times,
- Terms of business and
- Customer service
- Customization service
- Manpower for after-sales service

Allocation of Resources:

Laptops / Desktops are issued to employees on the basis of information received from HR upon joining of the employee. Depending on the nature of the work, laptop or desktop is decided by the HR and accordingly allocated.

Dead stock register

A dead stock register shall be maintained by the IT department, which should have the following details:

1. Description of each unit of the computer
2. Coding for each computer (monitor and CPU)
3. Coding shall follow the format (PIBM/<Department Name>/Code of equipment-Number) for all units installed in various departments and locations
4. System allocation to which resource
5. Last Check Date of the unit

AMC records and policies, replacement and disposal

AMC is not required for Desktops & Laptops as the maintenance team is an in-house IT team who are qualified to diagnose and correct the faulty systems.

AMC for the following equipment must be maintained to ensure 100% uptime–

- CCTV
- EPABX (Telephone PRI line)
- UPS

Other equipment (Firewall, Wi-Fi Controller, etc.) must undergo annual renewal for continued usage.

The Annual Maintenance Contract shall be signed with the vendor who shall provide the following services:
- Attend to the faulty computer in the shortest possible time, usually the same day
- Repair/replace the defective components
- Do preventive maintenance of equipment every 6 months
- Optimize the settings so that they work efficiently
- Check for a virus once every year
- Ensure uninterrupted connection to the network

Maintenance Check and Audit of Assets - frequency and calibration

A maintenance check and audit per 6 months must be conducted by the IT department to check the following:
1. Proper functioning of the Mouse
2. Proper functioning of the Keyboard
3. Proper functioning of cables
4. Proper LAN connectivity
5. RAM cleaning status
6. Defragment files
7. Temp files deletion
8. System Cleaning status

Special restriction on downloading content

There are restrictions on access to certain websites so that students do not waste their time on unproductive and potentially harmful websites. The institute thus restricts the websites in the following areas.

Websites (Category) restricted for Students	Websites (Category) restricted for Staff
Child Abuse	Child Abuse
Drug Abuse	Drug Abuse
Explicit Violence	Explicit Violence
Proxy Avoidance	Proxy Avoidance
Hacking	Hacking
Adult/Mature Content	Adult/Mature Content
Alcohol	Alcohol

Gambling	Gambling
Dating	Dating
Other Adult Material	Other Adult Material
Pornography	Pornography
Sex Education	Sex Education
Sports, Hunting and War Games	Sports, Hunting and War Games
Tobacco	Tobacco
Freeware and software downloads	Streaming Media and download
Streaming Media and Download	Entertainment
Internet radio and TV	Digital Postcards
Phishing	Folklore
Spam URLs	
Entertainment	
Digital Postcards	
Games	
Folklore	
Social Networking	

However, these restrictions may be applied to some useful websites from which educational/informational content could be downloaded. In such a case, 5 computers are assigned in the computer lab, which has access to all such websites that may be accessed by anybody by taking permission from the head of the IT department.

Wi-Fi speed for Staff, Students, and Guests

There shall be no differentiation in Wi-Fi speed availed by students, staff, or guests.
The campus is equipped with 500 MBPS speed internet over a leased line and converted to
Wi-Fi for easy access for staff, students, and guests.

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  Head of Administration   **Director**
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