YASHWANTRAO CHAVAN WARANA MAHAVIDYALAYA, WARANANAGAR

Standard Operating Procedures

FOR UTILIZATION AND MAINTENANCE

INDEX

<u>DEPARTMENT OF INFORMATION TECHNOLOGY</u>

1. **Purpose -**

   The purpose of the program is to provide quality technical services provided by us. The Program is used to finding the resource to answer their questions, resolve any computer or network related problems, update the applications with specific program needs by user and finding appropriate computer related tools to accomplish their job.

2. **Mission -**

   The mission of the program is to provide opportunities for enhancement and improvement in the operations by implementation and technological advancements in hardware and software.

3. **Scope of Work -**

   The IT Program provides technical assistance and maintenance for computer network, software, and hardware. The IT Program in the planning for encourages of all departments of Organization for future Computing environment .The Program plays important role in maintaining the reliability and integrity of computer resources.

4. **Contact Information -**

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   a. **Responsibility and Role of the IT Program -**

   The IT Program determines and plans the best ways for technology to meet the goals of the program. The IT Program will install, maintain, and upgrade systems as necessary to All Computing devices and application added over the Network.

The IT Program's ability to support new devices and applications often require additional resources that may take time to be install. The IT Program is responsible for the following functions:

b. Internet Access & E-mail.
c. Computer Hardware.
d. Program Software.
e. Printers, Scanners – All peripherals.
f. Video and Audio equipment.
g. Maintain network security and performance establishes Network directory structure.
h. Sets up user accounts according to set established policies, procedures, and limitations.
i. Tracks all problems or issues through work orders.
j. Performs network maintenance, changes, and upgrades.
k. Enhances network by assessing new software and hardware products that would increase network performance and expand network services.
l. To Provides technical advice and training to staff in the operation, maintenance, and support of computer hardware and software system.
m. Trains and updates staff with respect to security systems.

5. **Software -**
   The IT Program will maintain all software which is in college systems. The following procedures will be followed:
   a. The IT Program will maintain a current list of standard and recommended software.
   b. To ensure software is compatible and not destructive to the computer systems.
   c. The IT Program will determine if software is qualified as compatible with system.
   d. If software is not qualified as compatible with the System, software cannot be installed on the system.
   e. Standard Software is that software which is made available to user by IT Program. The IT Program installs all software, and may upgrade it when new releases become available.
   f. Some Departmental Software is used by one or more departments or program that are specified to particular Work.

6. **Hardware -**
   The IT Program will maintain all hardware which is located in College System. following procedures will be followed:
   a. To maintain a current list of standard and recommended hardware.
   b. To ensure hardware is compatible and not destructive to the computer systems. The IT Program will approve any and all hardware programs.
   c. The IT program will determine if hardware is qualified as compatible with systems.
   d. If hardware is not qualified as compatible with software or system, it will not be installed.
   e. The IT Program will be responsible for all hardware that is associated with System.
   f. Fully supported hardware are those hardware devices which are maintained by the IT

Program. The IT Program recommends installs and tests for compatibility of such hardware with all supported environments, and may upgrade hardware when new drivers are released or become available.

7. **Prohibited hardware and software -**
   The IT Program will monitor the software and hardware installations within the systems, the following are prohibited hardware and software :
   a. Hardware or software that makes any portion of the network unstable.
   b. Hardware or software that is used for illegal purposes.
   c. Hardware of software which there are licensing issues which legally prohibit its use.
   d. Hardware or software may also be prohibited due to its tendency to compromise the security of core network services.

In all cases, any hardware or software that makes any portion of the network unstable will be immediately removed from the network and the system will be restored to its standard configuration.

8. **Portable Devices -**
   The users of portable devices are responsible for such devices and will be held accountable for the care of such devices. The term "portable device" includes,
   a) Laptops
   b) External hard disk drives
   c) USB data devices
   d) Storage media – CD/DVD
   e) Mobile phones – basic and smart phones

These devices should be stored properly while not in use and shall have approved anti-virus software installed and up-to-date.

9. **Replacement Plan -**
   The IT Program will follow a 4 year Computer Replacement Plan. This plan will provide for the systematic replacement of older computers that are connected to network.
   If a system requires an upgrade before the scheduled computer replacement date, requisition will be sent to the IT Program requesting a quote and providing a detailed justification for why the computer must be replaced.

10. **Relocation of Computers or Printers -**
    The IT Program will be responsible for relocating all computer systems and peripherals. Requisition must be submitted to the IT Support department at least 5 business days in advance of the relocation to avoid delays in the setup process. In the case of an emergency, the user must contact the IT Support Staff.

11. **Equipment to be Checked Out -**
    The equipment can be check out by completing an IT Work Order. All items may be checked out by IT Support Staff. When using the equipment, it is important for the user to follow

all applicable rules and regulations associated with such equipment.

12. Website –

The website is designed to provide information regarding to the College.The following apply
 to the Website:

a) Departments / Programs are responsible for ensuring their webpage is updated at least every 30 days.
b) All content submitted for posting on the website must be a source.
c) Copyrighted material must be accompanied by a properly executed release from the authority.

13. Disposal of Electronic Equipment -

The IT program disposes of outdated electronic equipment. In order to have the IT Program dispose of equipment, the user must complete an IT Work Order and submit it to the System Analyst.

14. Data Backup/Disaster Recovery Plan -

The IT Program provides complete automatic backup services on servers. Data is backed up to provide for future retrieval.

15. Maintenance -

The IT Program will schedule to maintenance on the network to perform hardware and software updates and checking for errors.

16. Security -

Maintaining data security is the responsibility of the System Analyst. The security of the computer system is a major priority of the IT Program. The following are components to how the IT Program monitors the system's security :

a) Each Department and Program will determine what data is considered public, confidential, or for official use only.
b) The System Analyst will review all security alerts.
c) The System Analyst must maintain backups as needed to recover from threats and damage.
d) The IT Program will use email security software to protect the network from email threats in the form of viruses.
e) The IT Program is able to log on to the server remotely to ensure the network's security is effective.
f) The network is equipped with a firewall to secure encrypted tunnel for remote users to gain a secure connection from outside the network.
g) The network is equipped with content filtering which allows for control of the users Internet access to the web.This service is used to monitor user's website visits and block inappropriate websites.

17. Remote Access -

Remote access to the computer system and information is only permitted through secure, authenticated and centrally managed access methods. This access must be approved by the user's supervisor. The System Analyst will establish a connection and will ensure the connection is authenticated and encrypted.

18. User Accounts, Email & Passwords -

The IT Program assigns updates and monitors all email addresses and accounts. Additionally, the IT Program monitors and updates all systems passwords as appropriate for each individual user. Every new employee whose position requires them to use a computer will be assigned an email account with a password at the time of hire. Each supervisor must make an appropriate request for a new user setup to the IT Program through an IT Work Order to set up a new user account. The IT Program reserves the right to have users change their passwords at any time if the system has been compromised.

19. Internet Access -

The internet provides access to a variety of information, both good and questionable value and is not a secure means of communication. It is the responsibility of the user to ensure the Computer, Intranet, and Internet Use Policy is being followed. The IT Program will monitor user activity through monitoring and filtering software to prevent access to sites which are illegal.

20. Problem Resolution -

The IT Program to provide the most effective and efficient services to the employees and other users of the network. If for some reason there is a complaint regarding the IT Program services or staff, this should be expressed to the program. If this does not lead to improvement, the complainant should be direct through the appropriate chain of command.

21. Reporting -

The IT Program shall provide progress reports to the Administration.Timelines of the Annual Report and annual budget narratives are determined on an annual basis. The IT Program staff is responsible for ensuring all timelines are met according to directives.

22. IT Work Order -

If a user is experiencing a problem with their computer system or other electronic device, they must complete an IT Work Order and send the document to the IT Support Staff email address, interoffice mail, or personal delivery. In the event of an emergency or email is not working, the user can call the IT Support Staff at to begin the troubleshooting process. The remedy will be addressed according to the severity of the problem. There are times when a problem is actually department or organization wide problem. These types of problems will require the IT Support Staff to do further research and often requires them to coordinate solutions with System Analyst or third parties.

DEPARTMENT OF PHYSICAL EDUCATION (GYMKHANA)

Aim: To promote and improve physical fitness in students and to motivate them to participate at district, state and national level in various sports competitions. To build students interpersonal skills through indoor and outdoor sports activities/competitions.

Procedure:

- Only approved equipment may be used in the building and the Sports Committee reserves the right to refuse equipment considered unsuitable.
- The Sports Committee reserves the right to refuse admission to any person refusing to comply with the regulations or misbehaving in a way that may cause danger or annoyance to other customers.
- Individuals will be held responsible for any damage caused to the building property during their hire.
- No food or drink shall be consumed in the sports room or in the changing rooms.
- The students shall not use the facilities for any purposes other than that specified on the application form; neither shall the student sublet the benefit of any permission to use the facility.
- The student shall ensure that the facilities and equipment used are left in a clean facilities. tidy and orderly condition at the end of the period of use.
- The students and Physical Director shall ensure that all areas are cleared before locking the college gates.
- The students shall ensure that the follow the rules and the regulation for the safety of members of the College and all the other users of the sports centre. Supervision
- A sports centre physical director will usually be available from 6:00AM – 12:30PM NOON AND 3:00 PM to 07:00PM to assist the smooth running of the centre.
- Physical Director should be present at all times while students or staff are using the facilities.
- Before leaving, each group shall ensure that sports kits are returned to appropriate storage points.

Responsibilities of Physical Director

1. Ensure the safe opening and closure of the centre.

2. Encourage and train the students in different sports and games.

3. Conducting college level sports meet.

4. Participating in outdoor sports meets.

5. Ensure the smooth operation of the sports centre.

6. Procuring and Maintenance of sports equipment.

7. Maintenance of stock registers related to sports equipment.

STANDARD OPERATING PROCEDURE FOR LABORATORIES

Aim:

- The main objective is to promote safe and secure working environment in labs. The main objective is to formulate a set of written instructions in detail, how to perform a laboratory process or experiment safely and effectively.
- Laboratory Manual: The Laboratory manual includes working procedures which should be carried out in the laboratory.
- The contents in the manual should include Standard Operating Procedures for the experiments to be carried out in the laboratory.
- Standard risk assessments should be done for the tasks involving hazardous chemicals and high risk procedures.
- All equipment's should be registered in the dead stock register maintained by the l laboratory-in-charge.
- Do & Don't rules that are appropriate to the particular laboratory should be written and displayed in the labs.
- Before the commencement of laboratory work, each student should sign the entry muster and that they have understood the rules and regulations which must also be explained by the lab in-charge.

General Safety measures:

- In case of injuries, first aid kit will be located next left to the main exit door.
- In case of fire mishaps fire extinguishers are located next left to the main exit door.
- Fire exit plan are displayed in corridors
- Fasten loose clothing and tie back long hair.
- Closed footwear should be worn at all times so that they offer protection from corrosive or hot liquids and might save from potential sources of injury.

House Keeping:

- The floors should always be kept clean and dry.
- Keep the benches and apparatus free from chemicals and clean the apparatus thoroughly.
- Turn off all the equipment in use and extinguish flames when leaving the laboratory.

STANDARD OPERATING PROCEDURE FOR CLASSROOMS

Aim:

The aim of this Standard Operating Procedure is to ensure cleanliness of theλ class rooms.

Scope:

 This is applicable for all class rooms in college.

Procedure:

- The maintenance of Classroom is done on regular basis by the cleaning staff.
- The cleanliness is supervised by maintenance committee of the institution.
- Any problem in the class room is reported to the Class teacher by students.
- Class teacher takes the problem to HOD.
- HOD will bring the issue to the administrators and fixes the problem.

DEPARTMENT OF LIBRARY SCIENCE

I. **Library Service:**

- The Institute has an up-to-date library, which is Partially automated

- The area of Central Library is about 677.48 sqm with a seating capacity of 200

- Total Collection of Books as 54627 up to march 2022

- Library has a spacious stock section. Reference section and study Room, Periodical Section.

- Reprographic facility.

- Working hours of the library 9.00 am to 5.00pm.

- The library staff have the right to ask students to leave the library if they are behaving inappropriately or causing disturbance to other users

- The Students must carry the Identity-Card with him or her to get the books issued/returned.

- The students are not permitted to use others Identity-Card/s. The loss of ID card should be immediately reported to the Librarian.

- The members cant be issued more than one book of same kind.

- Members are requested to check the condition of the book before getting issued. Any damage found in the books taken out for reading or borrowing should be brought to the notice of the staff on duty before getting issued.

- Loss of any borrowed book must be reported immediately to the Librarian/Library Staff. The member must replace the lost boom/pay the cost of the latest edition of the lost book along with overdue charges, if any.

- Bage, personal belongings and books borrowed from other libraries must not be brought inside the library. These must be kept at the property counter at readers own risk.

- Library does not accept any responsibility for loss or damage to personal property left on its premises.

- Readers should observe strict silence and switch off their Mobile-Phones in the Library premises.

- Strict discipline must be maintained in the Library. Violation of library rules or misconduct by a member may invite discontinuation of the library privileges.

II. **Issue of Library Cards and Borrowing Procedures:**

- Library users are collecting registration farm to get the membership from library.
- Library users are informed to produce their admission receipt, I-colored recent passport size photo while borrowing.
- Issuing date will be displayed on the notice board.
- Generally books will be issued for one weeks.CD & Magazines are issued only for one days.
- Reference books will be issued on demand for overnight.
- Books are issued and returned from 9.30 a.m. to 4.00p.m.
- The user should check the books thoroughly for missing pages. Chapters etc. while getting them issued. No complaint will be entertained later on.
- If a member loses a book issued against his/her library card. the penalty will be as follows.
  - ✓ Replace the books by a recent edition, if available or pay its cost.
  - ✓ If the relevant book is not easily available in the market then the user would pay the double of the current cost of the book.

III **GENERAL RULES:**

- All library users must sign in/out register available with the attendant at the gate of all sections.
- User should maintain peace in the library and should not disturb other readers in the library.
- Eating/use of mobile phone/drinking/sleeping is strictly prohibited in the library premises.
- While entering the library user should leave his/her personal belongings such as bags, personal books etc at the counter reserved for this purpose. Loose papers and notebooks may however be taken into the library.
- The Librarian may suspend library service of a student member for one semester, if he/she misbehaves with the library staff.