Indian Institute of Space Science and Technology

Policy on Usage and Security of IT Infrastructure and Services (2023)

1. Introduction

This document states the policy on usage and security of information technology infrastructure and services in the institute.

This policy expresses the intent of the institute in provisioning, facilitating, maintaining, augmenting and upgrading IT infrastructure and services within the institute for use and benefit of all its students, research scholars, project staff, members of faculty and staff and employees of incubated start-up projects, for all academic, research, administrative and student activities within the institute, in compliance with security and privacy policies and guidelines.

2. Definitions

For the purpose of this policy, the IT infrastructure, entities, users and stakeholders of the institute are broadly defined as hereunder.

IT Infrastructure: consists of all computers, servers, networks and software, peripheral equipment and devices, and its interconnecting networks available in the institute.

Computers: consists of all equipment owned by the institute, or, privately owned by the users, used as standalone computing devices, or, connected as end-point computing devices in the institute, and, used to read, write or process digital data or information or resources stored within it, or in other similar devices that are inter-connected through the networks of the institute.

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Servers: consists of all computers hosted within the institute's server facilities or by the users or entities, and that share, or compute and serve digital information or data to all or groups of users or entities through the institute's network.

Networks: consists of all active network equipment and its software, passive equipment including wired and wireless media and its mounting racks and accessories, that are installed and maintained to inter-network computers hosted within the institute or in the internet.

Software: consists of all programs and applications that are installed or embedded inside equipment or devices, for operating computer systems or networks, editing documents, creating graphics, running programs that compute data or process information, under open-source or subscribed licenses, as required by users for administrative, academic, research, communication and security purposes, within the offices, departments, scientific and research labs and system operating centres of the institute.

Services: consists of all data and information that are stored, retrieved, processed or transferred, or resources that are generated or hosted, or facilities that are activated by making use of the IT infrastructure, and made available and accessible to the users, anywhere and anytime within the institute or in the internet.

Users: consists of all students, research scholars, members of faculty and staff, interns, employees of incubating start-up companies, visitors and guests who make use of the IT infrastructure and services within the institute.

Entities: consists of all academic departments and its facilities, and all administrative departments and offices and its facilities within the institute.

डॉ. साम नोबल / Dr. Sam Noble
सहायक आचार्य / Assistant Professor
अंतरिक्ष इंजीनियरी विभाग / Dept. of Aerospace Engineering
भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान
Indian Institute of Space Science and Technology
अंतरिक्ष विभाग, भारत सरकार / Dept. of Space, Govt. of India
तिरुवनंतपुरम / Thiruvananthapuram - 695 547

3. Provisioning of IT Infrastructure and Services

The institute provisions and maintains its own information technology eco-system consisting of IT infrastructure and services, and adopts usage policies that enable its users to have privileged access to digital information and computing resources made available over the campus-wide networks setup by the institute.

The institute sets aside and allots adequate financial budget for the purpose, and operates and maintains its inventory with suitably qualified and experienced staff.

4. Classification and Segmentation of Users and Devices

All IT devices, services and users are segregated and segmented under different local area networks(LANs) and wireless networks(WLANs) in order to configure and enable network access in academic areas, research areas, administrative areas and residential areas across the campus, based on needs, privileges, time and security levels.

5. Authentication, Authorisation and Accounting of Users

Web Technologies and IT-enabled authentication and authorisation methods, including text based logins, biometrics, short-messaging services and digital signatures are adopted to assure confidentiality and security in accessing academic information and facilitating student services.

6. Right to Access and Fair Usage Policy

The users and entities are allowed to access digital information and services made available over the infrastructure based on authentication and on need-based authorisations.

The users are expected to exercise their rights to access and use in a fair and judicious manner. Users shall be individually responsible for the appropriate usage of the information and resources.

डॉ. साम नोबल / Dr. Sam Noble
सहायक आचार्य/Assistant Professor
अंतरिक्ष इंजीनियरी विभाग/Dept. of Aerospace Engineering
भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान
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7. Use of Privately-Owned Computer Devices

Apart from the IT infrastructure provisioned, the institute allows use of privately-owned 'bring-your-own-devices' (BYOD) computer devices that belong to students and members of faculty and staff to access institute's IT infrastructure, services and computing resources, on a roaming basis within the campus, and remotely from home outside the campus, in order to facilitate academic activities anytime anywhere.

8. Use of Internet Connectivity and Network Services

Internet connectivity setup by the institute in partnership with the National Knowledge Network and other licensed internet service providers is provisioned to enable access to academic information and digital resources made available by various academic and research institutes in India and abroad, as well as those made accessible by research entities of the Dept. of Space, Govt.of India.

Network services are made available over wired and wireless networks in all buildings and locations across the institute campus.

Residents within the institute campus are provided privilege-based round-the-clock access to the internet connectivity and network services.

9. Use of IT-enabled Classroom and Conferencing Equipment and Services

The institute provisions modern audio-visual and multi-media equipment and adopts the use of virtual conferencing technology in enabling and facilitating visualisation and digitisation of academic learning, teaching and research activities, including lectures, conferences, reviews and examinations, and for virtual interactive communication within classrooms and conference rooms.

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डॉ. साम नोबल / Dr. Sam Noble
सहायक आचार्य/Assistant Professor
अंतरिक्ष इंजीनियरी विभाग/Dept. of Aerospace Engineering
भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान
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10. Use of IT-enabled Learning Management Platforms and Services

The institute provisions modern learning management platforms and promotes the use of its technology in enabling online learning and teaching techniques for academic classes and examinations.

11. Use of Cloud-based Software and Social Networking Services

The institute, based on requirements, and wherever felt necessary, leverages on publicly-hosted cloud software for hosting and sharing digital information and resources for wider availability to the users, like Microsoft Cloud Office. The institute also makes use of Social networking services of Facebook and Whatsapp for far and wide reach of information.

12. Augmentation and Upgrade of Infrastructure & Services

The institute constantly endeavours to undertake augmentation and upgrade of all its IT infrastructure and services in order to adopt and promote the use of recent, relevant and efficient technologies in IT and ITeS that enable and empower academic teaching, learning and research activities of all users.

13. Compliance to Mandates and Guidelines of UGC

The institute operates and maintains information technology(IT) infrastructure and services to meet the needs of its users for conduct of academic and research programmes and to facilitate administrative and student activities in broad compliance to mandates and guidelines of the UGC, Govt.of India. This is in consideration of the institute being a fully-residential higher-education and research institute and 'deemed-to-be university'.

14. Compliance to IT Security Policies of the Dept.of Space, Govt.of India

Usage of information technology(IT) and its infrastructure and services in the institute are governed broadly in compliance with the IT security policies of the Dept.of Space, Govt.of India. This is in consideration of the institute being Noble

सहायक आचार्य/Assistant Professor
इंजीनियरी विभाग/Dept. of Aerospace Engineering
भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान
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an autonomous body under the administration of the Dept.of Space, Govt.of India.

15. Compliance to Laws, Regulations and Guidelines

In the course of pursuance of this policy, the institute shall comply with all applicable laws of the State and Central Government, and strive to adhere to its regulations and guidelines for Information Technology.

16. Management of Operations & Maintenance

The institute has identified and entrusted the responsibility of operation and maintenance of the IT infrastructure and services to a team of system administrators and network administrators under the Computer Systems Group of the institute.

17. Management of Information Security

The computer systems and network administrators adopt and implement necessary computer and network security policies and measures for the security of information and digital resources.

Periodical audit and its compliance in line with the IT security policies of the Dept. of Space and security guidelines of statutory cyber security bodies of the Govt.of India are undertaken in order to ensure a safe and stable IT eco-system in the institute.

The head of the Computer Systems Group is identified as the Information Security Officer for the purposes.

18. Data Protection, Archival, Dissemination & Copyright

The institute, in its endeavour to preserve knowledge generated in the institute, shall be at liberty to record, store, protect and archive digital data or information generated in the course of teaching, learning

डॉ. साम नोबल/Dr. Sam Noble
ऑगिफिष्ट अभिफ/Assistant Professor
अंतरिक्ष इंजीनियरी विभाग/Dept. of Aerospace Engineering
भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान
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the form of files or databases of data, audio, video, images or messages, on institute-owned computer storage devices, as intellectual property

The institute, the students and staff shall be at liberty to access, refer or use the archives for furtherance of academic and research activities within the institute.

Digital Information Resources and Knowledge bases generated in the course of academics teaching, learning and research, unless allowed for public dissemination, shall remain under the purview of data protection and copyright.

19. Digital Intervention

Digital data or information stored by users in the form of files or databases of data, audio, video, images or messages, on institute-owned devices, may be monitored, accessed, reviewed, copied or deleted under intimation to the user, if deemed necessary in case of breach of data security or privacy or for upkeep of overall security of the institute digital infrastructure and services, or for compliance with applicable laws.

20. Digital Blockage of Usage by Termination or Denial

The Information Security Officer is authorised to terminate, deny access or block access of digital infrastructure/resources contents that may pose a security threat to the institute's information infrastructure or resources or if necessary in order to adhere to institute's policies or directions or in order to comply to statutes/instructions/guidelines that may be communicated by the government.

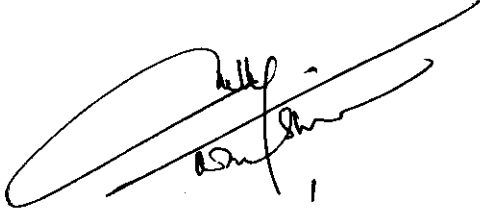## 21. Amendments and Revisions of this Policy

The institute is open to review and receptive to requests for amendments of this policy with the objective of improving services made available to its users.

डॉ. साम नोबल / Dr. Sam Noble
सहायक आचार्य/Assistant Professor
अंतरिक्ष इंजीनियरी विभाग/Dept. of Aerospace Engineering
भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान
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Users who do not agree with the terms of usage under this policy are free to appeal for revisions and amendments that may be considered at discretion by the stakeholder and accepted or set aside rationally.
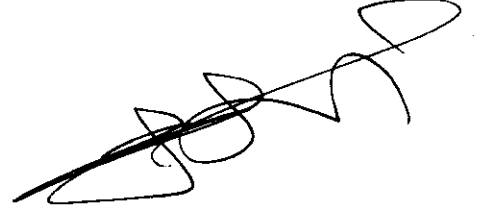
Specific amendments made with reference to the existing articles of the policy shall be attached to the document of the existing policy, and each revision number that follows shall refer to the serial number of the document that preceded.

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सहायक आचार्य / Assistant Professor
वांतरिक इंजीनियरी विभाग / Dept. of Aerospace Engineering
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तिरुवनंतपुरम / Thiruvananthapuram - 695 547

मोहन सुकुमार / MOHAN SUKUMAR
वैज्ञानिक/इंजीनियर 'एस जी' / Scientist/Engineer 'SG'
ग्रुप प्रधान / Group Head
कंप्यूटर प्रणाली ग्रुप / Computer Systems Group

प्रोफ. कुरुविला जोसफ़
Prof. Kuruvilla Joseph
कुलसचिव, आईआईएसटी
Registrar, IIST

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