



E-Governance



E-GOVERNANCE POLICY



"CELEBRATING DREAMS"

Message from Vice Chancellor

Dear Students, Faculty, and Staff,

At ITM University, Gwalior, we are constantly striving to enhance the educational experience for our students and empower them for success in the digital age. In line with this vision, I am excited to announce the significant advancements we are making towards e-governance within our university.

This initiative signifies a commitment to a more efficient, transparent, and accessible administration. By implementing e-governance solutions, we aim to streamline various administrative processes – from admissions and registrations to academic records management and communication channels. This will not only create a more user-friendly experience for students and faculty but also free up valuable resources for further academic pursuits.

Furthermore, e-governance fosters a culture of transparency and accountability. With increased online access to information and services, students and faculty will be better informed and empowered to participate actively in their academic journey. We believe this shift towards e-governance will usher in a new era of efficiency, accessibility, and transparency, solidifying ITM University's position as a leader in innovative education practices.

Vice Chancellor

ITM University Gwalior

E-GOVERNANCE POLICY

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TABLE OF CONTENTS

1.	Abbreviation.....	4
2.	Introduction.....	5
3.	Vision and Objectives.....	5
4.	Applicability.....	6
5.	Infrastructure.....	6
6.	e-Services Delivery.....	7
	6.1. Web Portals.....	7
	6.2. Mobile Application.....	8
	6.3. Email Gateway.....	8
	6.4. Messaging Gateway.....	8
	6.5. Payment Gateway.....	8
	6.6. Open Source and Open Standards.....	8
7.	Application Development.....	9
	7.1. Software Codebase.....	9
	7.2. Upgradation to New Technologies.....	9
	7.3. Security.....	9
8.	Institutional Framework.....	9
9.	Database Usage.....	10
	9.1. Database Ownership.....	10
	9.2. Custodians of Data.....	10
	9.3. Data Administrators.....	11
	9.4. Data Users.....	11
10.	Capacity Building.....	11
11.	Budgetary Allocation.....	12
12.	Review and Audit.....	12
13.	Implementation.....	12
14.	Revisions.....	12
15.	Contact Us.....	13

1. ABBREVIATION

Sl. No.	Abbreviation	Description
1.	ITMU	ITM University
2.	CA	Competent Authority
3.	IA	Implementing Agency
4.	LAN	Local Area Network
5.	GoI	Government of India
6.	IT	Information Technology
7.	ICT	Information and Communication Technology
8.	UGC	University Grants Commission
9.	MoE	Ministry of Education
10.	UGC	University Data Centre
11.	ISP	Internet Service Provider
12.	NKN	National Knowledge Network
13.	GIGW	Guidelines for Indian Government Websites
13.	CERT-IN	Indian Computer Emergency Response Team
13.	DRS	Disaster Recovery Site
13.	HVAC	Heating Ventilation and Air Conditioning
13.	UPS	Uninterruptible Power Supply
13.	SMS	Short Message Service
13.	PG	Payment Gateway

2. INTRODUCTION

The adoption of Information and Communication Technology (ICT) can revolutionize governance by integrating global best practices. ITM University (ITMU) is committed to providing its stakeholders with efficient and effective e-Governance services. These include admissions, examinations, finance, and library management, all aligned with the university's e-Governance plan. The goal is to fully implement all university services under the National e-Governance Plan and Digital India initiatives. ITMU has developed an "IT Policy & Guidelines" document to support this effort, outlining best practices for the implementation and utilization of e-Governance services. Through e-Governance, the university aims to ensure transparent, reliable, and convenient access to services for teachers, students, staff, and other stakeholders. This policy represents a significant step towards promoting and implementing e-Governance at ITMU.

3. VISION AND OBJECTIVES

Under the Information Technology Act of 2000 by the Government of India, there is a mandate to deliver public services electronically to the fullest extent possible. The following points outline the objectives and benefits of implementing e-Governance at ITM University:

- 3.1** All university services will be accessible through e-Governance modules, allowing users to access them conveniently from desktops, laptops, or mobile devices anytime and anywhere.
- 3.2 This policy aims to enhance ITMU's efficiency and achieve the goals of e-Governance.
- 3.3** Adoption of e-Governance will promote transparency, accountability, and efficiency by eliminating bureaucracy, redundancy, and time wastage, thereby boosting productivity.
- 3.4** The university intends to improve service delivery efficiency and productivity.
- 3.5** Easy and convenient access to information will be facilitated by strategically implementing modules that automate administrative workflows, ensuring effective data storage and retrieval based on hierarchical permissions.
- 3.6** There will be a comprehensive shift towards electronic communication within the university, leading to a paperless office environment.
- 3.7** This policy establishes a framework for developing and implementing e-Governance systems and applications, encouraging proactive service delivery to stakeholders.
- 3.8** ITM University will align with National Standards and Government of India's policies regarding e-Governance, incorporating necessary amendments as needed.

4. APPLICABILITY

The policy outlined below applies to various stakeholders within ITM University:

- 4.1** All teaching faculty members, academic administrators, staff, students, and other stakeholders utilizing university services are bound by this policy.
- 4.2** This policy also extends to any authority or body within ITMU established or governed by the Madhya Pradesh Vishwavidyalaya Adhiniyam 1973 and under the ownership and control of ITMU.

5. INFRASTRUCTURE

To ensure the successful implementation and delivery of e-Governance services, the following key ICT infrastructure components must be deployed. Please note that user-end devices are not included in this policy:

5.1 University Data Centre:

- All IT-enabled services, including e-Governance modules, will be hosted and delivered from the University Data Centre (UDC).
- Adequate servers, network equipment, and security devices must be installed in the UDC.
- The UDC should have 24x7 uninterrupted power supply and an HVAC solution.

5.2 Campus-wide Local Area Network (LAN):

- Services will be delivered to users via a robust and agile campus-wide LAN.
- The network architecture must adhere to contemporary global standards.

- The LAN should offer high-speed bandwidth scalable as per demand.
- High-speed Internet bandwidth should be available within the campus.
- Redundant and backup Internet connectivity from different Internet Service Providers (ISPs) should be ensured.

5.3 Cloud Infrastructure:

- The university will establish a 'Cloud Infrastructure' with virtualization of existing computing resources to enable speedy, efficient, and cost-effective deployment, scaling-up, and sharing of IT resources.

5.4 National Knowledge Network (NKN):

- The NKN provides a high-speed network backbone for all knowledge-related institutions in the country.
- ITMU should make optimal use of NKN to benefit from its advanced capabilities.

5.5 Disaster Recovery Site (DRS):

- A disaster recovery plan should be in place for the UDC, following best practices for establishing and implementing a Disaster Recovery Site (DRS).

5.6 Power Backup System:

- Core IT and network access devices on the campus must have clean and adequate power backup.
- The UDC should have a reliable 24x7 uninterrupted power backup system.

5.7 Email and Messaging Services:

- Proper email and messaging services infrastructure should be deployed for seamless communication with users.

6. E-SERVICES DELIVERY

All feasible services will be electronically available through the university's web and mobile applications, enabling users to access e-Governance services conveniently.

6.1 Web Portals:

- Service delivery will be via web portals based on application requirements.
- Separate portals for different applications will be developed and deployed.
- Complete backend and frontend processes will be computerized before portal launch.
- Thorough testing will precede the launch, ensuring accessibility for differently-abled users.
- Interfaces with Payment Gateways for online transactions will be integrated, including a Mobile Payment Gateway.

6.2 Mobile Application:

- Given widespread mobile device usage, leveraging mobile platforms for service access is prioritized.
- Encouraging mobile phone utilization for service delivery where feasible.

- Applications will be compatible with mobile access and utilize common mobile infrastructure.
- Bilingual mobile applications (English and Hindi) may be developed for user convenience.
- All web portals will eventually be 'mobile compliant.'

6.3 Email Gateway:

- All user communications from applications will be through emails, integrated via an email gateway.

6.4 Messaging Gateway:

- Where feasible, user communications via various messaging platforms will be integrated using messaging gateways, ensuring concise messages.

6.5 Payment Gateway:

- Interfaces with Payment Gateways will enable online transactions, with a Mobile Payment Gateway also implemented.

6.6 Open Source and Open Standards:

- Use of Open Source and Open Standard technologies for software development will be prioritized.
- Service-Oriented Architecture will ensure interoperability.
- Government of India-prescribed standards for Data Classification, Data Retention, Metadata, and Application Interoperability will be followed.

7. APPLICATION DEVELOPMENT

In the realm of information technology application development, various approaches are currently in practice. However, there is a pressing need for a structured and methodical step-by-step approach in software development processes. This ensures a smooth transition from manual/paper-based to online processes, with adequate safeguards to ensure incident-free implementation within a secure environment. The university commits to adhering to the Standards, Guidelines, and Orders issued by the Government of India for software development.

7.1 Software Codebase:

- The ownership of source code for custom-developed university software, whether created in-house or by third parties, will belong to ITMU. Encouragement for reusing these software components in other university projects will be high.

7.2 Upgradation to New Technologies:

- The university will support the adoption and utilization of emerging digital technologies such as Social Media, Internet of Things, Digital Payments, Data Analytics, etc., which will enhance the delivery of e-Services to users.
- Regular cybersecurity audits of university websites, portals, and applications will be conducted following GIGW and CERT-IN guidelines.
- All e-Governance applications will comply with GoI policies in effect during their development.

7.3 Security:

- An enhanced IT Security Policy will be developed and regularly updated to safeguard IT infrastructure, websites, applications, and government department information from external attacks, intrusions, and hacking.

8. INSTITUTIONAL FRAMEWORK

To ensure the successful implementation of e-Governance services at the university, the following institutional mechanisms must be established:

1. The Computer Centre, serving as the Implementing Agency (IA), will play a crucial role as the overall facilitator for promoting Information Technology and e-Governance within ITMU.
2. The Computer Centre will provide comprehensive support to various departments/branches, including infrastructure for e-Governance, Capacity Building, and procurement of hardware, software, and services. They will also offer hand-holding support throughout the implementation process.
3. Departments/branches are responsible for ensuring that e-Governance services are utilized by users within their respective areas and that these services are delivered efficiently and on time. They should actively monitor and promote the adoption of e-Governance practices within their domains.

9. DATABASE USAGE

This section pertains to the databases managed by the university administration under its e-Governance framework. Data is a valuable resource crucial for providing essential information, and its usage must be safeguarded, even if the data isn't strictly confidential.

ITM University has specific policies regarding database creation, information access, and a broader policy on data access. These policies collectively outline the university's approach to accessing and utilizing its resources.

9.1 Database Ownership:

- ITM University is the primary owner of all institutional data generated within the university. Each set of data also has a designated Data Owner responsible for its quality, integrity, and security.

9.2 Custodians of Data:

- The Registrar of ITM University serves as the overall custodian of university data. Departments/branches generate portions of the university's database and may have custodial responsibilities for specific data sets.
- Data Custodians are responsible for maintaining data integrity and confidentiality, ensuring authorized access, obtaining necessary approvals for data processes, implementing backup procedures, and providing information to the Data Owner as needed.

9.3 Data Administrators:

Data administration tasks may be delegated to departmental officers by the Data

Custodian. The university is currently implementing “Project Samarth,” an Enterprise Resource Planner (ERP) cum Management Information System (MIS), and data administrators will be assigned database access based on their roles.

9.4 Data Users:

All users processing university data must do so in a manner that protects data integrity, confidentiality, and availability. They must adhere to university policies and legal requirements, using data only for approved purposes.

General Policy Guidelines for Data Users:

1. Data distribution outside the university is prohibited.
2. University data is for internal use only.
3. Information access is based on one’s official responsibilities and rights.
4. Personal data must not be shared externally without proper authorization.
5. Requests for information from external parties are handled by the Registrar’s Office.
6. Data tampering, including unauthorized modification or deletion, is strictly prohibited and may result in disciplinary action and legal consequences.

10. CAPACITY BUILDING

1. The university will organize comprehensive capacity-building training sessions for all e-Governance modules and applications developed and implemented thus far, targeting all users.
2. A time-bound training program focused on Information and Communication Technology (ICT) skill development and capacity building for university employees will be conducted by the Computer Centre.
3. The Computer Centre will enhance capacities within the system for e-Governance, program management, and change management through manpower training and deployment of appropriate infrastructure.
4. Employees will be categorized based on their roles and responsibilities for targeted training sessions facilitated by the Implementing Agency (IA).
5. Creating an adequate knowledge base is essential for effectively disseminating information and knowledge about e-Governance services to all stakeholders.

11. BUDGETARY ALLOCATION

ITMU will allocate 5% of its annual budget for e-Governance initiatives. Efforts will be made to gradually increase this allocation to 10% over time. The budget for e-Governance will primarily focus on e-enabling services and providing comprehensive backend infrastructure support.

12. REVIEW AND AUDIT

1. ITMU will establish an ICT Committee tasked with periodically reviewing the policy implementation and providing updated guidelines as needed.

2. Regular audits will be conducted across all departments/branches by ITMU to assess compliance with the e-Governance Policy and to ensure the achievement of planned outcomes.
3. Periodic reviews of all e-Governance projects will be conducted to ensure alignment with policy, standardization, and legal requirements.
4. The university administration will form a committee for periodic reviews of the policy implementation progress.

13. IMPLEMENTATION

The Computer Centre at ITM University will serve as the nodal and Implementing Agency for all e-governance implementations within the university. It will take on the responsibility of coordinating the overall implementation of the policy.

14. REVISIONS

The university retains the authority to modify the terms of this Policy as necessary. Any revisions will be documented in the policy's revision history, accessible on the ITMU website. Users agree to accept the revised terms of this Policy by continuing to utilize the University's IT Resources after any updates.

15. CONTACT US

For any inquiries regarding this policy, please reach out to the Computer Centre at ITM University, Gwalior.