

---

Policy: **Provision of ICT infrastructure**

Code: **07HS07**

Reviewed/ Revised: **25/07/2022**

Policy Owner: **IT Manager**

Target audience: **All EAHM ICT users**

---

### **PURPOSE:**

The purpose of this policy is to set a framework regarding the provisions of ICT infrastructure.

### **SCOPE:**

To identify and clarify those responsible for the infrastructure, the responsible usage of ICT, the data security and back up, the replacement and upgrade of the infrastructure, technical support, and digital media.

### **DEFINITIONS:**

In this context, “**student**” includes full- and part-time degree students and exchange students, as well as participants in short courses and professional development. Access rights to computing and network facilities differ with the type of student but the guidelines for use are the same for all users.

**LMS:** Learning Management System

**Moodle:** the registered Learning Management System in place and used at EAHM by Student, staff and faculty.

### **POLICY STATEMENT:**

EAHM has adequate IT resources in order to support all its academic and administrative needs. EAHM provides access to campus wide network and online resources to all students, faculty and staff through a high-capacity Wi-Fi network.

EAHM expects its users to act with responsibility while using the following resources:

- computer hardware and software
- data residing EAHM computers or any other storage devices
- all temporary and permanent connections via the Institute network
- all telephone equipment.
- Learning management system. Teams and Moodle

### **RESPONSIBILITY:**

All EAHM ICT users are responsible to adhere to all the guidelines and report any misuse of ICT infrastructure.

IT Department Head to maintain, review, and update the policy as business evolves and whenever required.

### **IMPLEMENTATION OF THE POLICY:**

#### **1. Responsible ICT Usage**

Users of EAHM ICT infrastructure are responsible for adhering to all guidelines and also report any misuse of ICT infrastructure. In particular, EAHM students, employees expected to follow the following guidelines:

- Users are prohibited from using IT facilities for activities such as producing, viewing, storing, replicating, or transmitting any obscene, or offensive materials
- Users must not use the ICT infrastructure for personal commercial purposes
- Users are responsible for maintain their passwords and other confidential information about their accounts
- The account holder shall be responsible for any misuse of computing services
- Users shall abide by copyright requirements of all software of the institute. All software used by the institute are copyrighted
- Users should neither attempt to infiltrate EAHM ICT network nor use EAHM network to infiltrate other networks
- Users shall not attempt to modify system facilities, interfere with other users or system operations or circumvent the limits and permissions associated with their accounts
- Additional software from outside sources should not be either put on the computer or server without permission
- Users shall not access, copy, or remove programs or data that do not belong to them without explicit permission. Lack of file protection does not give the right to do these things.

Any violation of the afore-said policies are reported to Director of Operations and shall attract disciplinary action.

## **2. Security and Backup**

EAHM has implemented elaborated firewall mechanisms and backup procedure to ensure that data is secured at all times. Furthermore, the data servers are kept in room with fireproof doors and an additional back up is available on cloud.

IT department is responsible for formulating and implementing data security procedures with the objective to ensure the protection of important and sensitive institutional data and IT infrastructure. The following broad principles are followed for ensuring data security:

- limits internal access to education records and other data based on role of the user
- ensures security protocols are updated from time to time
- builds user awareness especially in times when threats from viruses and malware are anticipated

## **3. ICT upgrade – Replacement and Upgrade Policy**

EAHM has clearly defined policy regarding the periodicity of replacement of ICT infrastructure and the disposal of obsolete IT hardware. Please refer to policy number 07HS02 for complete details.

## **4. Technical Support**

EAHM has a dedicated IT department that supports all staff and student pertaining to their technical issues relating to usage. The IT department supports the users in the following ways

- Configure and support hardware
- Install desktop/laptop operating systems
- Configure and support desktop operating systems and applications
- Configure and support networks/network security
- Configure Security (e.g. anti-virus, firewall etc.)
- Allocate resources for desktop/laptop computers
- Monitor network infrastructures (safeguard from phishing and network attacks)
- Support Learning Management System (LMS) for Faculty and Students

**5. Digital media**

Copyrighted digital media contents are allowed to be used in course delivery obtaining prior approval from the owner/ creator of the content/provider.

**HOW TO REPORT A VIOLATION**

EAHM ICT users can report misuse of ICT infrastructure to the IT Manager and the Director of Operations via email. Which in turn will enforce the necessary disciplinary actions and sanctions as per the **Student Discipline Policy 06ST13** for students or report it to HR when a faculty or staff member is concerned to enforce the HR policy.

**ASSOCIATED DOCUMENTS:**

N/A

**MENTIONS:**

- 10LP03 Copyright and Intellectual Property

**DATE OF NEXT REVIEW:**

This document should be reviewed by **August 2024**.

**POLICY APPROVALS RECORD**

|                         |  |              |
|-------------------------|--|--------------|
| Policy Name:            | <b>Provision of ICT Infrastructure</b> |              |
| Policy Code:            | <b>07HS07</b>                          | Formerly: NA |
| Date of first approval: | <b>27/07/2022</b>                      |              |

| Reviewed/<br>Updated | Details of Amendment |
|----------------------|----------------------|
|                      |                      |
|                      |                      |
|                      |                      |
|                      |                      |
|                      |                      |
|                      |                      |
|                      |                      |
|                      |                      |
|                      |                      |