

INFORMATION AND COMMUNICATION TECHNOLOGY POLICY

Policy Title

Policy on Information and Communication Technology

Functional Areas

Academic/Research/Administration

Effective and Revised Dates – 15.12.2021

Approving Authority

The Council, Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka

Administrative Responsibility

Chairman-IT Committee

Introduction and Purpose

Information and Communication Technology (ICT) tools are rapidly used for day-to-day activities as those tools help to save time and cost whilst increasing accuracy and safety. ICT is also widely used in the Higher Education Sector for educational, instructional, research, professional development and administrative activities. Hence, it is essential that we provide an efficient and reliable service to the Gampaha Wickramarachchi University of Indigenous Medicine (GWUIM) community who will benefit from increased access to ICT-enabled resources.

Access to computers, computing systems and networks owned by the University imposes certain responsibilities and obligations and they are subjected to university policies and codes and the Sri Lankan/ international laws. Hence, it is required to use this university property in efficient and effective ways without using them for frauds.

There needs to be a commitment to protect faculty, students, staff, management, contractors, affiliates and visitors of the GWUIM from illegal or damaging action through the use of ICT resources by individuals, either knowingly or unknowingly. Inappropriate use of these ICT resources exposes the GWUIM to risks including virus attacks, compromise of network systems and services, and legal issues. It is the University's Policy to assure the availability of all anticipated ICT services/systems at any workplace in the university, and, for selected services, to locations outside the university through Common Network Services. All users of these resources must comply with specific policies and guidelines governing their use, and act responsibly while using shared computing and network resources. The university expects users to use the ICT facilities in an appropriate and responsible manner in accordance with this policy. Anyone who abuses the privilege of the ICT resources, either directly by promoting inappropriate activities and by misusing or indirectly by inadvertently allowing unauthorized users to access for personal and professional purposes will be subjected to disciplinary and/or sanctions and/or legal action.

The key objectives of the ICT policy of the University shall be:

- To provide ICT facilities to every member in the university community without discrimination of ethnicity, caste, language, religion, gender, differently-able persons, place of residence or on economic levels.
- To provide efficient ICT-related services to students and teachers in all aspects of teaching, learning and administration.
- To develop and design all ICT related services to cater to student needs in learning, examinations and graduation.
- To maintain confidentiality, security, integrity and availability of information especially data relating to examinations and finances.
- To host all teaching materials in the LMS

Application

This policy applies to the all users of ICT resources in the University including visitors who are enjoying the service.

IT Resources

All of the University's Information and Communication Technology resources and facilities including

- University Email
- Learning Management System (LMS)
- E-library resources
- Intranet
- E-Services
- Student and staff access login names
- Computers, printers, scanners, network equipment or other facilities that the University owns
- leases or uses under License or by agreement
- any off-campus computers and associated peripherals and equipment provided for the purpose of University work or associated activities
- or any connection to the University's network, or use of any part of the University's network to access other networks

Users

- All employees, including any person enrolled in an award course of study at the University and any person registered to attend short courses, seminars or workshops in any unit of the University
- Other persons including members of the general public, who have been granted access to, and use of, the University's ICT Resources.

Restrictions

Computing resources may be provided by the university, its authorities or functions that support these missions adhering to the following provisions:

Violation of Policies and Guidelines

Users shall not use computing resources in violation of other institutional policies or guidelines or breach any national criminal or civil laws. This includes, but is not limited to collecting, downloading, creation, storing or transmitting content, messages or any messages/content that may be reasonably construed

Commercial Use

The use of institution computing resources for commercial purposes not under the explicit patronage of the institution is strictly prohibited as is any activity resulting in personal financial gain.

Degradation of computing resources

Users should not use institution computing resources in a matter that interrupts or degrades system performance or use significant system resources

Policy on ICT in Teaching, Learning and Examinations

- To the maximum extent possible, all teaching material shall be uploaded to the LMS
- All exam results shall be published online
- Databases containing exam results shall not be connected to the University Network
- Each Faculty shall consist of an “Examination Unit” to provide facility to securely administer the processing of examination results which includes entering, publishing and storing results
- All software installed in university computers shall be licensed or open source.
- The users are highly advised to backup the important data regularly to ensure the smooth functioning.

Content of the University website

- University official web address will be <https://gwu.ac.lk>
- Web content refers to text, images, documents, video and audio files, links etc., available in the university website
- Language: English, using Sinhala and Tamil where necessary.
- All departments / branches shall have a link in the GWUIM website
- All content on the website shall reflect the vision and mission of the GWUIM
- Content that is obscene, misleading or offensive to any ethnic group, gender, accepted religion, culture or to any tradition of Sri Lanka will not be included on University website.
- Content on University Web must be specific to the official work of the University and should not expose the University to risk in relation to its reputation, the conduct of its business, or its legal or ethical obligations. The following content and/or other content authorized by the Registrar or the Vice-Chancellor shall be submitted to be published on the GWU website.

- Personal profiles of staff
- Page of the Faculties, Units, Centers, Divisions etc.
- Upcoming or past events /programmes related to University,
- Announcements
- Academic staff members should give at least a Google Scholar link to appear on his/her profile. It is highly advised that each member have to update their profiles regularly if necessary.
- All official documents such as circulars, notices, forms will be available on the web site
- Only official email addresses provided by the GWUIM will be displayed on staff contact details
- No personal domain names will be used with the official domain name
- Commercial advertisements will not be published on the web site without written permission of the Vice Chancellor
- The Web Coordinators/ Head of the Division shall be responsible for the accuracy of the content of the pages of the Faculty, Unit, Centre, Division, etc.
- Maintaining the University Website Maintaining updates and monitoring must be done by the webmaster
- One Web Coordinator should be appointed for each faculty and they should provide the information related to the faculties to be updated.

E-mail

- Official email address will be used only for official purposes
- Use the Official email address to all internal communications. But the "proper Channel" of communication should be maintained in all communications (i.e. write through Head of the Department/ Unit and next immediate supervisor and so on until to the destination). Sometimes, the officer in the destination will not be able to take any action for your request without the recommendation of the supervising officers.
- All officers who obtain email accounts should be responsible for the activities and documents circulated under their email accounts
- An online request must be sent to the ictc@gwu.ac.lk through the recommendation of the Head of the Division to create an official email address. Undergraduates should send the link through the AR of the relevant faculty or AR/ Student Welfare and Postgraduate students should send their request through the AR/ FGS. Students registered for certificate and diploma courses are not entitled to request official email addresses.
- The Academic staff members should use the official email address when creating accounts in Google Scholar, Research gate or similar websites.
- If someone misuses their email account, their account may be suspended.
- An administrative email related to a user's role must originate from the role-based account. Those accounts needed to be handed over to the successor when the user leaves the position.
- All email accounts of staff members shall be **retained for a period of six (06) months after the date of retirement or resignation**. Deletion of emails after this

period shall meet organizational requirements and legal requirements. The user has to make necessary arrangements to backup all the important data from the Email prior to the said period.

Purchase/ repairing of ICT equipment

- Heads of the Divisions should be responsible for requesting ICT based equipment. They should assess the requirement and send a request with the valid justification through the Dean of a Faculty or Registrar to the Vice Chancellor.
- Heads of the Divisions are not entertained to request ICT based equipment throughout the year. The time and quantity of purchasing will be decided. If an urgent procurement should be carried out, special permission should be obtained from the Vice Chancellor with a strong justification.
- Repairing of ICT based equipment should be handed by the officer who is handling the inventory of the Department. The General Administration and ICT Centre of the University will assist the task.
- “Service Agreements” after the expiration of the Warranty period will be signed after evaluating them. The Head of the Division should send his recommendation along with the justification of why should sign the Agreement to the Committee and the “Agreement” will be signed after the recommendation of the Committee. The Committee comprises Registrar (Chairman), Bursar, Coordinator (ICTC), one member appointed by the VC, SAR/AR (General Administration) as the convener.

Policy on ICT in University Network

- Every user shall be given a username and a password to access the GWUIM network which includes only the wireless networks.
- Users who wish to connect their own computers to the Network shall ensure that it is configured to use TCP/IP protocol with IP address automatically assigned by the Computer Centre and that the computer is protected with up-to-date anti-virus software.
- Users must apply the latest software security patches and service packs to their computers to prevent network intrusions or attacks.
- User computers shall not execute DHCP, IPX or other services that will hamper smooth connectivity to the Internet
- WiFi accounts for university guests shall be created with the approval of the relevant Dean of the Faculty/ Head of the Division
- Users shall not store highly confidential documents such as pending exam papers on the computers connected to the campus Network.
- Every faculty shall maintain its own database containing students’ network account.
- All WiFi access points will be authorized by ICT Centre. Users shall not connect WiFi access points without the secure login access to the campus network.
- Users are not allowed to reset or alter the settings of the access points belongs to the University under any circumstances. If such reveals, disciplinary inquiry against the suspect would be undertaken.
- All network points shall have a designated responsible user. A Network point will not be installed in open areas without any user authentication.

Policy on ICT in Social Media

- Access policies for social networks such as Facebook shall be implemented based on requests from the Heads of Departments/divisions.
- The University runs the social media pages including a Youtube channel for its official purposes.
- The users including both staff and students have no right to create and maintain social media pages similar to the official page. If such reveals, disciplinary inquiry against the suspect would be undertaken.
- Content that is obscene, misleading or offensive to any ethnic group, gender, accepted religion, culture or to any tradition of Sri Lanka will not be included/tagged on University social media site.

Policy on General IT Communication

- Take printouts and maintain a manual filing system only for **absolute necessity** and else you are advised to maintain a digital/ online file system with suitable backup as much as possible. You can use Google drive or flash drives for the same. You are strictly advised to take regular backups when you are practicing digital file systems to avoid data losses.
- Share the ICT based equipment like digital photocopier or shareable printers through the internal network of your department as much as possible for the maximum utilization of the resource. ICT Centre will provide the necessary technical assistance for the same if required.
- **Copyrights**

Users are restricted from violating the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by University. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which university or the end-user does not have an active license is strictly prohibited.

Computer Security

The institution will make reasonable efforts to provide secure and reliable computing services. Operators of institution computing resources are expected to follow appropriate best practices in providing security of computer records, data, application programs, and systems under their control.

Update of the Policy

Relevant updates should be made subject to the approval of the University Council