



Information and Communication Technology Resource Usage Policy

Information Processing Center at BITS-Pilani Hyderabad Campus facilitates access to information technology (IT) resources and communications networks within a culture of openness, trust, and integrity amongst the user community within the campus. In addition, IT support is committed to protect itself, students, faculty, and staff from unethical, illegal, or damaging actions by individuals using the policies outlined in this document. IPC at BITS-Pilani Hyderabad campus provides IT facilities/services to augment academic ambience of the institute. While IPC advocates the concept of complete freedom in using IT services, it recommends certain restrictions towards bringing a healthier IT usage environment to meet the aspirations of user's community at large. Any abuse of the facility may have serious implications on the reputation and standing of the institute and can bring the facility of the institute into disrepute.

IT staff strives to expand, and maintain the existing Campus wide LAN spreading kilometers of fiber backbone with over 4000 data-ports. The network is built using Cisco three-tier architecture with wired and WiFi access to users. All hostel rooms, staff housing, laboratories, class rooms, offices, and research labs are wired. WiFi is available at places where there is a mobility pattern like, library, academic blocks, placement seminar halls, technology business incubator, director offices, lecture theater complexes, auditorium, work integrated learning programs division, board room, telepresence class rooms, TP meeting room, and student activity center. The Internet connectivity is available from two different links, a 155 Mbps fiber leased line and a 90 Mbps Licensed Band Radio (LBR). The load on these two links is balanced by a Radware load balancer along with fine-grained application level control to ensure end-user Quality of Experience (QoE). For ERP and Telepresence facilities, separate MPLS links are available. A Cyberoam is used as a Universal Threat Management (UTM) device at the periphery with features like web filtering, user authentication, anti-virus, anti-spam etc. IT staff also creates and manages official e-mail IDs for all students, staff and faculties using Google's centralized e-mail solutions. An e-mail account in the e-mail solution offers 25GB mail storage space, 5GB file storage space, collaboration tools, file sharing, personal web pages, calendaring etc. There is a Virtualization platform available for students to experiment with their assignments/ projects.

1. Purpose

The purpose of this policy is to outline the ethical and acceptable usage of information and communication systems at BITS, Pilani Hyderabad Campus. These policies should be practiced by





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users to protect themselves when they are online and also to help others using the resources efficiently. Security breaches could result in reporting to disciplinary committee when any individual is indulged in violating the IT policy or rules of the institute and Govt. regulations (IT Act 2000).

2. Scope

The Acceptable Use of Information Technology Resources policy is an integral part of IT security policy and applies to all faculty, staff, and students as well as any other individual who use information and IT resources available at Hyderabad Campus. This policy applies to all IT resources owned or leased by the institute and to any privately owned equipment connected to the campus network and includes, but is not limited to, computer equipment, software, operating systems, storage media, campus network, and the Internet.

Protecting these resources from misuse or malicious activity is the responsibility of those who manage IT systems as well as those who use them (users). Effective security culture is a team effort involving participation and support of every member of the campus community those who access and use IT resources. Therefore, every user of IT resources is required to know the policies and conduct their activities within the scope of the acceptable use of Information Technology resources policies, Standards, and Guidelines for IT Security. Failure to comply with this policy may result in loss of computing privileges (accesses) and/or reporting to disciplinary committee.

3. Policy Statement

Eligible individuals are provided Internet and LAN access in order to support their studies, instruction, duties as employees, official business with the institute, and other institute-sanctioned activities. Individuals may not share with or transfer to others their institute IT credentials including network IDs, passwords, or other access codes that allow them to gain access to these IT resources. All departments and other administrative units/divisions have considerable latitude in developing complementary IT technology usage policies and procedures, as long as they are consistent with this policy document of the BITS Hyderabad campus.

All IT resources provided by the institute are subject to monitoring, with cause, as determined through consultation with the administration, when applicable. The monitoring may include aggregate bandwidth usage to effectively manage limited IT resources as well as monitoring traffic content in accordance to legal or law enforcement agencies. The access logs of individual user are collected and maintained for one year.





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To help majority of users to avail a decent Internet speed, each user is given a limited quota of **800 MB** per day as download/upload limit. Further control is also implemented by providing **20 Mbps** bandwidth to each hostel from the available capacity. If any user needs an exception in this limit for a valid reason, he/she can send a mail to netsupport@hyderabad.bits-pilani.ac.in and it will be done the same day.

4. User Responsibilities

As users of the institute's IT assets (network and institute owned computers) you are required to take the following responsibilities:

1. Do not share your user credentials with others as detailed in sections below
2. You are responsible for what you download and install on your computers
3. Abide by the institute's IT policy and use the resources provided to you responsibly and ethically

5. Unacceptable Usage

Users are prohibited from engaging in any activity that is illegal and it is against violation of Hyderabad campus's IT policy and also against Indian government IT Act. The categories listed below are by no means exhaustive, but attempt to provide a framework for activities that fall into the category of unacceptable usage.

a) Unacceptable IT Activities:

A user does not have administrative responsibility on a network or computing systems. Activities like, increasing network traffic un-purposefully, misusing other's accounts, accessing data or systems not owned by you lawfully, Interfering with or denying service to another user on the campus network are categorized as unacceptable IT activities within BITS Hyderabad campus. Please DO NOT use the network for creating, sending, storing, uploading, accessing, soliciting, publishing or linking offensive, obscene, profane or indecent images, messages, and videos etc. that could cause annoyance, inconvenience, distress, discrimination, harassment, defamation, misrepresentation, misleading to some individuals or cultures. Do not download pirated software or any suspect malware from the internet and spread the same among other users. If found involving in these acts, your account will be suspended for a period of 10 days and if such acts are repeated the case will be reported to the disciplinary committee.

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b) Misusing User Credentials / Misusing of user accounts

Make sure you are NOT SHARING your Cyberoam and LDAP login and password with anybody else. You are responsible for all the Internet and intranet accesses happening through your account. In case you lose your Internet access credentials/ e-mails credentials, please approach IT support immediately for assistance. We strongly recommend you to change your password once in every 3 months. Also, for an improved service delivery over the Internet, you should keep your end device (PC/laptop) with latest antivirus, and an up-to-date operating system.

6. Unauthorized Usage of Intellectual Property

Individual users (data owners/process owners) should ensure that the content that they make available to the outside world through Institute website or other platforms (of sharing and collaboration) does not violate any Intellectual Property rights such as copyright, trade mark, patent ownership etc. Any such violation will be reported to the disciplinary committee when identified by IT support.

7. Inappropriate/ Improper Usage of IT Infrastructure

Below guidelines have been formulated for all campus users to practice from the current semester (till a revision comes up) for utilizing the available IT resources to the maximum satisfaction of all the users:

- Setting up a file sharing service (within LAN) which violates Intellectual property rights is not allowed.
- Inappropriate use or sharing of campus-authorized IT privileges or resources to any outsider.
- Using Institutes' computing assets for any private purpose or for personal gain (other than institute recommended activities) is not allowed.
- Installation of any software or altering software set-ups on any of the institutes' computing assets without proper authorization
- Unauthorized control/access of other computers either within or outside the campus (hacking, spamming or cracking) is prohibited.
- Anyone who is indulged in an act of cyber-crime/ cyber-vandalism when identified by IT support will be handed over to disciplinary committee for further action.





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- A user is not allowed to set up his/her own Wi-Fi network which is connected to the campus backbone using routers or software like Connectify/Hotspot etc. The reason for this rule is that it creates loops and distributes IP addresses un-genuinely to other innocent users (PCs) when they come up live.
- A user is not permitted to install any proxy/torrent download/ games download/ direct download etc. on working days.

8. Suspension of Services and Other Action

After receiving a warning from the IT support, the user should refrain from similar activities in future. Such activities if repeated will be reported by IT staff to disciplinary committee of the Institute.

9. Registering IT complaints

IPC Unit's Call log software has to be used for logging your IT complaints like System problem (issued from IPC), IP Telephone defects, Networking, Telepresence defects/issues etc. The registered complaints at <http://ipc.bits-hyderabad.ac.in/itcall> will be addressed by IPC staff within next 24 hours. You may also send a mail to ipc@hyderabad.bits-pilani.ac.in in case of any unresolved issue.

This IT policy document is prepared by a committee comprising of Student representatives, IT staff, and other officers of the institute. This document will be reviewed by the same committee periodically (every one/two months) by taking inputs from various stake holders and will be revised accordingly in case of a need.

Faculty In-Charge, Information Processing Center

Cc: PS to director for information, Associate Dean (SWD), Dean (Admin), Faculty/Staff/Students

IPC N/B

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