

# IT INFRASTRUCTURE: ALLOCATION, USAGE AND MAINTENANCE POLICY



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**Information Systems and Technology Facilities**  
Indian Institute of Technology Gandhinagar

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1. **Background.** The Information Systems & Technology Facilities (ISTF) at IIT Gandhinagar is responsible for managing, maintaining, developing and upgrading the IT infrastructure and information systems/ services at the institute. The institute's IT infrastructure spans across academic/ residential areas, hostels, Research Park, public utility spaces and is used by the career faculty (regular/visiting), staff (regular/contractual), students, and research staff.
2. **Purpose.** The purpose of this policy is to provide guidelines for IT asset allocation, usage/ maintenance of IT infrastructure, facilitating transparency and ensuring effective utilisation and management of IT infrastructure at the institute.
3. **Scope.** This policy applies to all employees, administrative units, centres, initiatives (like NEEV, LDI), projects and other institutional entities at IIT Gandhinagar.
4. **IT Assets.** In the context of this policy, IT Assets include computers (desktops/ laptops, other computing devices and peripherals) with related accessories, printers, scanners, telephones etc.
5. **IT Infrastructure.** Includes IT assets; computing and telephony infrastructure; wired/ Wi-Fi network (active and passive components) including intranet and internet; CCTV, AV equipment; access control devices; perimeter, network and end-point security devices and related IT software/ services.

**6. IT Infrastructure Responsibility: Custodian, Usage and Maintenance.**

- (a) Head Infrastructure Section/ Seniormost staff of ISTF will be responsible for (though not restricted to) management, provisioning, maintenance, availability, defect resolution and upgrade of the institute's IT infrastructure being managed by ISTF. The incumbent will also be responsible for implementing cybersecurity measures for this IT infrastructure.
- (b) The user to whom the IT asset is issued will be the custodian of the IT asset. Receipt of an IT asset is to be acknowledged by the user in accordance with the established norms. For IT assets issued in a role-based capacity, the IT asset shall be allocated to a role, rather than an individual user.
- (c) The custodian of the IT asset will be responsible for the physical safety of the computing asset. At the time of role transfer or annual verification, the incumbent on the role shall become the custodian.
- (d) All users are responsible for ensuring compliance with cyber security and usage guidelines promulgated by the institute from time to time.
- (e) In-situ repairs/ defect rectification on any IT asset provided is to be undertaken in the presence of the custodian or an authorised representative.
- (f) Local data on computers is to be suitably backed up by the end user.
- (g) In case IT assets like computers, printers are issued for common use in a sharing mode then these IT assets will be issued in the name of the seniormost staff of the department/ section/ office concerned. The individual will be responsible for accounting of the IT asset for the department/ section/ office concerned. HoD/ Officer-in-Charge is to ensure proper handing/ taking over in case of transfer/ change of staff holding charge of the common IT assets.

- (h) For faculty members appointed on a contractual basis, a permanent IT setup—including a computer, printer, and related accessories (i.e. keyboard, mouse, and cables)—shall be installed at the designated office locations assigned to them. All such IT assets shall be under custody of the Officer-in-charge of the Faculty Affairs Office. The Officer-in-Charge will be responsible for the accounting of these IT assets and will ensure proper handing/ taking over in case of transfer/ change of individual's assignment.
- (i) Computing/ storage devices procured along with lab instruments and projects will be in custody of and accounted for by the PI/ department concerned.

7. **Allocation of IT Assets.** The allocation of institute IT assets will be undertaken as mentioned in the succeeding paragraphs.

- (a) **Desktop Computers.** Desktop computers will be catered at office premises and central facilities (where required) by ISTF as follows:-
  - (i) Career Faculty on joining will be provided with a desktop computer temporarily from available stock for a max period of six months or until they procure their own desktop/ laptop computer, whichever is earlier.
  - (ii) Career Faculty issued with computers by ISTF prior to September 2022, will need to return the computer on completion of useful life. New computers will not be provided by ISTF in lieu.
  - (iii) All other faculty/ short-term visiting researchers (scholar-in-residence etc) will be provided desktop computers for their stay at IITGN by ISTF.
  - (iv) Group B and C staff, contractual staff may be provided with desktop computers for office use based on requirement after approval by the concerned Dean, Department/ Discipline Head, In-charge, Principal Investigator as applicable as per the policy of the institute.
  - (v) Desktop computers may also be provided at Institute Centres, Initiatives and Facilities. The provision of desktop computers at such facilities will be subject to recommendations of the concerned Coordinator and approval of Director IITGN.
  - (vi) Desktop computers will not be provided for home use.
- (b) **Laptops.**
  - (i) Laptops will be provided to Group A staff at the time of joining. Such staff members will not be provided with desktop computers.
  - (ii) Group A staff having desktop computer at present may opt for laptop in lieu of that.
- (c) Computers will not be provided for external/ sponsored projects or to students, research staff such as SRF, JRF, Post doc etc by ISTF.
- (d) Any upgrades to computing/ storage requirements for computing/ storage devices procured along with lab instruments and projects, are to be catered for by the respective department/ PI.

(e) **Printers.**

- (i) Every faculty including short-term visiting researchers, Group A staff, and senior executive/ project staff (Admin/ Scientific/ IT/ Technical officer and equivalent or higher) will be provided with one dedicated printer (office use only).
- (ii) Co-located department offices, Centres, internal project, facilities units and Central facilities (like NEEV, CIF) will be provided with one network printer for shared use. In offices, a network printer will typically cater for about 10 to 15 users.

(f) **Telephony (Analog & VoIP).**

- (i) Every faculty including short-term visiting researchers, Group A staff, and senior executive/ project staff (Admin/ Scientific/ IT/ Technical officer and equivalent) will be provided with an individual VoIP (Type B or equivalent) extension.
- (ii) Group B and C regular staff, and other executive/ project/ contractual staff shall be provided shared VoIP access at the departmental/ project/ facility level. The allocation will follow a **1:3 ratio** (one VoIP, Type B/D or equivalent as per availability connection for every three staff members within a department/ project).
- (iii) Laboratories will be provided one VoIP (Type D or equivalent) connection per lab.
- (iv) Existing telephone facility at residences will continue till the facility remains operational/ End-of-Life, without incurring any expenditure (Capex/ Opex) for its maintenance. In case of defects in instruments or bank-end device (voice gateway), the residents will be required to buy new compatible instruments in coordination with ISTF to continue landline facility, if desired. For new residences VOIP telephony services will be enabled and residents desirous of using the facility will require to procure compatible instruments in consultation with ISTF.
- (v) The caller-ID name of shared phone will be generic as recommended by the department/ center/ project/ initiatives etc.

8. **Exclusions.** ISTF will not provide:-

- (a) External hard disks, keyboards, mouse, speakers, headphones, webcams, cables, DSC, pen drives or other accessories.
- (b) Any IT assets beyond those explicitly listed in this policy.

9. **Transfer of IT Asset to Another User.**

- (a) Transfer of an IT asset provided by ISTF to another user within a department/ discipline/ office may be undertaken with the approval of concerned Dean/ HoD/ Discipline/ Officer-in-Charge under intimation to ISTF. In all such cases, the custodian of the IT asset is to be updated as per the existing norms.
- (b) At the time of annual verification, the verification of custodian assignment against IT assets shall also be carried out. In case of discrepancies, these must be resolved between the old and new custodians.

- (c) In case an individual leaves the Institute, items issued to the individual by the institute must be returned. No-dues for ISTF supplied IT asset will be provided by ISTF on return of the item. Concerned department/ section/ centre is to ensure that any backup of data, as required, is completed prior to handing over the asset to ISTF.

**10. Service and Maintenance.** IT assets provided by the institute to users is to be strictly used for official purposes. The following is relevant:-

- (a) Maintenance and repairs of items procured and provided by ISTF will be undertaken by ISTF.
- (b) Upgrade/ repair of computing/ storage devices procured along with lab instruments or projects by departments, will be undertaken by the concerned Department/ PI. ISTF will provide support for defect identification.
- (c) In case project related IT assets installed at home require defect identification/ ISTF support, then respective individuals will need to bring the device to office premises.
- (d) Minor maintenance of previously issued faculty desktops will be undertaken by ISTF. No major repairs or replacements will be undertaken for previously issued faculty desktops.
- (e) Users must not modify hardware or install unauthorised software.
- (f) ISTF will not provide support for individual personal devices.
- (g) No storage device should be disposed or returned (as replacement or otherwise) without ensuring low-level formatting (if feasible) and/ or physical destruction of data holding components. Technical assistance as required may be provided by ISTF.

11. The policy will be periodically reviewed to align with institutional requirements and technological needs.

12. Any deviation from this policy will require explicit approval of Director, IITGN

13. This has the approval of Director, IITGN.



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