

# **Pokhara University**

## **IT Guidelines**

### **2023**



# **Pokhara University**

Pokhara-30, Kaski, Nepal  
P.O. Box 427. Email: [info@pu.edu.np](mailto:info@pu.edu.np)  
URL: <https://pu.edu.np>. Tel: +977 61 504039/504046

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# ABBREVIATIONS

CERT	Computer Emergency Response Team
CMS	Content Management System
EIMS	Electronic Information Management System
EMIS	Educational Management Information System
ERPS	Enterprise Resource Planning System
HEI	Higher Education Institution
HRD	Human Resource Development
ICT	Information Communication Technology
ISP	Internet Service Provider
IT	Information Technology
LMS	Learning Management System
MIS	Management Information System
MoEST	Ministry of Education, Science and Technology
MOOC	Massive Open Online Course
NOC	No Objection Certificate
OER	Open Educational Resources
PU	Pokhara University
UGC	University Grants Commission
VLE	Virtual Learning Environment
VPN	Virtual Private Network

This document is prepared to present and describe the *Pokhara University Information Technology (IT) Guidelines 2023* for digitalization of services at University. This describes how the *Pokhara University Information Technology (IT) Guidelines 2023* is used to ensure the effective and responsible use of IT resources/activities at University and beyond that align with *Pokhara University IT Policy 2023* and *IT Strategy 2023*.

## **1. BACKGROUND**

This section describes a short introduction to the Pokhara University and its growth, role of IT, National ICT Policy 2015 and Need of IT Policy, Strategy and Guidelines in the University.

### **1.1 Pokhara University**

Nepal adopted the multi-university concept in 1983. The idea of Pokhara University (PU) was conceived in 1986; however, it was established only in 1997 under the Pokhara University Act, 1997. A non-profit autonomous institution, PU is partly funded by the Government of Nepal and partly by revenues from its students and affiliated schools and colleges. Pokhara University has become the nation's second largest university with its 66 schools and colleges (4 Constituent schools, 4 Joint Constituent colleges and 58 affiliated colleges). Currently, PU has offering 64 plus programs under its four faculties (Faculty of Management Studies, Faculty of Science and Technology, Faculty of Health Sciences and Faculty of Humanities and Social Sciences). Altogether 37645 plus students are studying at levels undergraduate, graduate and PhD.

### **1.2 Role of Information Technology**

The University has grown rapidly in its size, program and in the number of students. The use of Information Technology (IT) within and beyond the University is felt extremely necessary to achieve the excellency in its academic, management and administration. IT is the technology that can be used in teaching-learning activities to enhance the quality of education. It can be applied for better the administration in the University.

### **1.3 National ICT Policy 2015**

The National ICT policy 2015 has stated that appropriate measures will be taken to facilitate and promote the integration of ICTs within the entire Nepali educational system to support administration, pedagogy, learning and research, with a view to improving the quality of education and training at all levels and enhancing access to education. The ICT policy 2015 has also stated that a nationwide E-Schools and other related initiatives will be formulated and launched to promote E-learning and E-Education as well as life-long learning. To align with the policy and strategies of National ICT policy 2015 and to fulfill the goal and objective of National ICT policy, Pokhara University has adopted and developed Pokhara University ICT Policy, Strategies and

Guidelines for the improvement in service quality and education quality provided by Pokhara University.

## **1.4 Need of IT Policy, Strategies and Guidelines**

To achieve the objectives, mission, vision and goal of Pokhara University, the IT can act as a high potential tool to help for better management and administration with more transparent and efficient services. Moreover, ICT can help to address structural problems in education systems enabling expanded access to education services as well as help to bridge quality gaps in education. As technology continues to play an increasingly important role in academia, it is essential to ensure and secure the use of IT resources at Pokhara University. With the aim to strengthen the digitization and automation, PU has developed **Pokhara University Information Technology Policy 2023, IT Strategies 2023 and IT Guidelines 2023** to improve its IT services within and beyond the University to better support to achieve its mission, vision and ultimately to provide the better administration and quality education.

## **2. CURRENT GUIDELINES STATUS**

Pokhara University has been already taken few steps towards digitalization at University and beyond. University has adopted some of the systems and practices in place including Online library system, Online admission application system, University's centralized email system, centralized website system, exam management system and online results system. During the COVID-19 pandemic, University has also adopted the online classes and exams for teaching, learning and evaluation system. During that period, University has developed a policy and guidelines for some online system like online exam during the COVID-19 pandemic. Likewise, web-conferencing and remote guest sessions are also taking place. Pokhara University has already accomplished some works on policy and its guidelines and taken some basic steps in practice.

## **3. OBJECTIVE**

The aim of the document *Pokhara University Information Technology (IT) Guidelines 2023* is to provide the required guidelines to ensure the effective and responsible use of IT resources/activities at University and beyond. The objective of this guidelines is to ensure proper access to and usage of University's IT resources and prevent their misuse by the users. Use of resources provided by the University implies the user's agreement to be governed by this policy. The overall objectives of *Pokhara University Information Technology (IT) Guidelines 2023* are:

1. To provide the ethical and legal activities that align with *Pokhara University IT Policy 2023* and *IT Strategy 2023*. **Pokhara University Information Technology (IT) Guidelines 2023**
2. To promote responsible and ethical use of IT resources and IT services.
3. To improve University's IT services within and beyond the University.
4. To encourage good practice in the use of IT resources and IT services.

5. To maintain, secure, and ensure legal and appropriate use of Information technology infrastructure established by the University
6. To ensure compliance with legal and regulatory requirements.
7. To ensure the confidentiality and privacy of IT users and their data.

## **4. SCOPE**

This guidelines provides information about the usage of IT Resources from an end user's perspective. It is applicable to all individuals/ users/ entities who use the IT Resources of Pokhara University. The scope of this IT Guidelines includes ethical and legal use of all the IT resources of Pokhara University (physically and/or remotely) by its IT users. University's IT users are all those who uses the Universities IT resources and IT services. They include but not limited to students, teaching faculties, staffs, guests/visitors, consultants etc. The detail description of the scope include:

### **4.1 IT Resources**

This guidelines is applied to use of all IT related resources of University which are physically or remotely located at and are under the management or control of University and its Schools/ Colleges. IT related resources include computers, laptops, smart phones, internet connection, wifi, LAN, software, hardware etc.

### **4.2. IT Services**

This guidelines is applied to use of all IT services that are provided through the IT resources stated in 4.1. These services can be used by the IT users stated in 4.3.

### **4.3 IT Users**

This guidelines is applied to all IT users that are directly connected with the activities of University and its schools and colleges. The IT Users include students, teaching faculties, non-teaching staff, casual staff, consultants, guests/visitors or anyone who can be directly involved in IT related activities of University.

## **5. KEY DIGITALIZATION GUIDELINES**

This sections describes the detail key digitalization guidelines in the following subsections:

### **5.1. Connectivity Guidelines**

Network connectivity provided through the University, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private Network (VPN) connection, is governed under the University IT Policy. The IT Center is responsible for the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the University's network should be reported to IT Center.

- 1) Network connection can be wired or wireless. It can be intranet or extranet or internet.

- 2) Any valid user can approach the IT Center of University to get access to the reliable and uninterrupted network connectivity using internet or wifi or intranet or extranet etc. that are available at the University.
- 3) A detail connectivity guidelines will be developed as soon as possible.

## **5.2. Digital Infrastructure Guidelines**

- 1) Any valid users can request to access the IT resources and IT services provided by digital infrastructure of the University.
- 2) Open source software or applications are given the first priority to use for running the IT Services
- 3) Unlicensed software will gradually be prohibited from being used in the University's IT infrastructure.
- 4) A detail Digital Infrastructure guidelines will be developed as soon as possible.

## **5.3. Virtual Learning Environment Guidelines**

- 1) The University provides a suitable teaching-learning applications/platforms like VLE, LMS, MOOC, TEAMS, Moodle etc. Students and faculties (if required staff also) should use the digital learning platform that is provided by the University.
- 2) The students and and faculties (if required staff also) are eligible to get access to the digital learning platform that is provided by the University.
- 3) Different access privileges will be granted based on the roles and responsibilities of the users such as students, teachers etc
- 4) Course materials can be provided through the virtual learning platform.
- 5) A clear instructions to use the virtual learning platform need to be provided to its users.
- 6) Faculties and students should utilize VLE tools such as discussion forums, messaging, announcement, assignment submission etc. for course related activities.
- 7) Virtual meeting applications such as video conferencing etc. can be integrated with the VLE.
- 8) Evaluations of course can be perform via the tools available in VLE.
- 9) Trainings to its users such as students and teachers are organized to ensure the effective use of VLE.
- 10) A detail Virtual Learning Environment guidelines will be developed as soon as possible.

## **5.4. EMIS Operation Guidelines**

- 1) Appropriate user can request to access the EMIS system and will be granted appropriate roles and responsibilities following the authentication protocols.
- 2) The EMIS data are regularly backed up to ensure data availability and disaster recovery.



- 3) Required user support should be available to address the EMIS related problems.
- 4) Regular monitoring of the EMIS and its performance should be conducted to ensure the system availability and response times.
- 5) The University may connect its EMIS with other partner institutions for sharing data to benefit its users for teaching or learning or research activities.
- 6) A detail EMIS guidelines will be developed as soon as possible.

### **5.5. Digital resource development and dissemination Guidelines**

- 1) Any valid users can get access to the e-library to access of materials like e-books, journals, articles, research reports etc. using digital resource management system provided by the University.
- 2) Any valid user can get access to the digital resources shared by the University with its partner institutions for teaching, learning and research purposes.
- 3) A detail Digital resource development and dissemination guidelines will be developed as soon as possible.

### **5.6. Human Resource Development Guidelines**

- 1) The University can use its IT resources and services to upgrade its human resource.
- 2) The University can use a training/conference hall equipped with all necessary arrangement of IT resources like video conferencing facility so that training can be virtually run for its students, teachers or staffs to upgrade their skills.
- 3) The University can enhance the human resource capacity of its students, teachers or staffs through the use of IT services for training from national and/or international trainers, professors etc. by knowledge sharing with national/international community for the professional growth of its students, teachers or staffs.
- 4) A detail Human resource development guidelines will be developed as soon as possible.

### **5.7. University and its campus office automation Guidelines**

- 1) The University will grant the access authorization to the appropriate users to use the EMIS for information management at University and its schools/colleges.
- 2) The University will grant the access authorization to the appropriate users to use web based software system to record and manage the student's admission, student registration at its schools/colleges.

- 3) The University is developing its own web based application at Office of the Controller of Examinations for course registration, exam registration, and result processing. The users of this applications are the students, teachers and the staff of the schools/colleges and staff of the Office of the Controller of Examinations. The roles and responsibilities of different users are set from the IT section at Office of the Controller of Examinations. All problems and issues are controlled, managed, monitored and resolved by the IT section at Office of the Controller of Examinations under the direct approval from IT Center.
- 4) A detail University and its campus automation guidelines will be developed as soon as possible.

### **5.8. IT system Security privacy and surveillance guidelines**

- 1) The University should ensure the IT system security using the latest technologies.
- 2) The University will give the priority to use robust server that uses the open source applications that are already approved to provide secured services.
- 3) The university discourages to use the pirated software in its IT infrastructure.
- 4) The university should use the latest technology to ensure the security of data and privacy of user.
- 5) The IT department will be responsible to conduct regular risk assessments to avoid and prevent the possible threats and cyber-attacks.
- 6) The University will implement the strong access controls and user authentication etc. to ensure that only the authorized person can access the data and system.
- 7) The University will regularly review and update the best IT security system when required.
- 8) A detail IT system Security privacy and surveillance guidelines will be developed as soon as possible.

### **5.9. Data Backup and Recovery Guidelines**

- 1) The University shall establish its own small secured data center at the central office. It shall also use the Data Center of Nepal Government for its data backup and data recovery.
- 2) The IT department will be responsible for the daily backup of data and recovery of data in case of data loss.
- 3) All data transmitted or stored in the University digital infrastructure should be protected in accordance with the applicable data protection laws and regulations.
- 4) Individual users should also perform regular backups of their data in external storage devices.
- 5) A detail Data backup and recovery guidelines will be developed as soon as possible.

### **5.10. Online exam guidelines**

- 1) During the COVID-19 pandemic, University has already adopted the online exams for evaluation of students. During that period, University has already developed a policy and guidelines for Online Exam during the COVID-19 pandemic.
- 2) The current online exam guidelines will be reviewed and revised when required.

### **5.11. Data Center or Cloud Operation Guidelines**

- 1) University will establish a small data center with in its center office and is directly controlled, maintained and monitored by the IT Center.
- 2) All data related to the University and its users are securely stored at its own data center.
- 3) For data backup, these data are also stored at the national data center so that if any disaster or activity causes the data lost from its own data center, the data can be recovered from the national data center.
- 4) The University can also use the services from Cloud Company for its data protection, backup and recovery purposes.
- 5) A detail Data Center or Cloud Operation guidelines will be developed as soon as possible.

### **5.12. Plagiarism detection guidelines**

- 1) University will use a plagiarism detection software. University can use the paid or free open source plagiarism detection software to ensure the protection of intellectual property.
- 2) All the users of University can get the access to the plagiarism detection software to check their research reports or books etc.
- 3) A detail Plagiarism detection guidelines will be developed as soon as possible.

### **5.13. Website and Email Operation Guidelines**

- 1) All valid users of University are eligible to get an email account at the university domain.
- 2) All the official communications within or outside the University should be done through the University domain email.
- 3) The University should ensure the confidentiality and security of the data communicated via emails of its domain.
- 4) The users must not send any abusive, obscene, discriminatory, racist, harassing, derogatory or defamatory emails to anyone. If found so, they will be punished as per the rules and regulation of the University and by the rule of the nation.
- 5) The University reserves its right to suspend a user's email account as a result of any suspected misuse or breach of this guidelines.

- 6) A detail Plagiarism detection guidelines will be developed as soon as possible.

## **6. RESPONSIBILITIES AND ROLES**

The roles and responsibilities are defined and describes in the following subsections:

### **6.1 IT Steering Committee**

- 1) IT Steering Committee is responsible for developing and implementing the university's IT policy, strategy and guidelines in a coordinated and effective manner.
- 2) IT Steering Committee is also responsible for ensuring/approving that the HEIs' IT policies and guidelines are aligned with university's IT strategy.
- 3) This Committee is responsible for developing and then updating regularly the University's IT Policy, IT Strategy and IT guidelines.
- 4) This Committee is responsible for approve and authenticate the University's IT Policy, IT Strategy and IT guidelines.
- 5) This Committee is responsible to respond quickly to changes in the technology landscape and evolving threats to IT security and data privacy.
- 6) This committee is responsible for coordination and collaboration with the Gandaki Province government/local governments in relation to IT standards.
- 7) This Committee is responsible to follow all the responsibilities of the users.

## **6.2 IT Department**

- 1) University will have an IT Center located in its central office which is the focal point/place to implement the IT Policy, IT Strategy and IT Guidelines.
- 2) IT department shall ensure resolution of all incidents related to the security aspects of this policy by their users.
- 3) This is responsible to control, manage, monitor and audit all the IT resources/services of the University.
- 4) This is responsible to provide the appropriate authority to its IT users to use IT resources/services of the University.
- 5) This is responsible to ensure the confidentiality and security of user's data.
- 6) This is responsible to protection of the IT resources/services of the University.
- 7) This is responsible to resolve all the problems that may occur during the use of the IT resources/services of the University
- 8) This are responsible to follow all the responsibilities of the users.

## **6.3 IT Users**

- 1) Any member of University who uses or access the IT resources or IT services of the University are called the IT users or simply users.
- 2) Users are responsible to use the IT resources and IT services of University as an ethical and legal manner.
- 3) All the users are responsible to comply with the rules and regulation of University.
- 4) All users shall comply with existing national, state and other applicable laws. This includes for example refraining from activities such as hacking, spamming and illegal file sharing.
- 5) Users are responsible to use the University's IT resources for those activities that are consistent with the academic, research and public service mission of the University and are not "Prohibited Activities".
- 6) Users are responsible to use appropriate measures to protect their devices and accounts from unauthorized access such as by using strong passwords, enabling two-factor authentication etc.
- 7) Users are responsible for safeguarding any confidential or sensitive information that they access or store at University IT resources. This includes complying with data protection laws and regulations and reporting any data breaches or security incidents promptly.
- 8) All users are responsible to promptly report any suspected violations of this policy or any other IT related issues to the appropriate authorities such as IT Staff.
- 9) Users shall not install any network/security device on the network without consultation with the IT department.

## **6.4 Other Common Roles and Responsibilities**

- 1) Abide by existing telecommunications and networking laws and regulations.
- 2) Follow copyright laws regarding protected commercial software or intellectual property.
- 3) As a member of the University, Pokhara University provides the use of IT resources/ IT services, including access to the Library, software, Internet etc. It is expected to have a reasonable expectation of unobstructed use of these tools, of certain degrees of privacy and of protection from abuse and intrusion by others sharing these resources.
- 4) Authorized users can expect their right to access information and to express their opinion to be protected as it is for paper and other forms of non-electronic communication.
- 5) It is responsibility of the IT users of University to know the regulations and policies of the University that apply to appropriate use of the University's IT resources and IT services. Just because an action is technically possible does not mean that it is appropriate to perform that action.
- 6) As a representative of the University, each individual is expected to respect and uphold the University's good name and reputation in any activities related to use of IT communications within and outside the university.

## **7. COMPLIANCE AND REPORTING**

- 1) All users of University must comply with this IT Guidelines.
- 2) All users are encouraged to be vigilant and to report any suspected violations of this Policy immediately to the any other IT related issues to the appropriate authorities such as IT Staff.
- 3) On receipt of notice (or where the University otherwise becomes aware) of any suspected breach of the Policy, the University reserves the right to suspend a user's access to University's IT resources and IT services.
- 4) If any breach of the Policy is observed, then (in addition to the above) disciplinary action up to and including dismissal in the case of Staff, expulsion in the case of Students or contract termination in the case of third parties may be taken in accordance with the University's disciplinary procedures.

## **8. REVIEW AND REVISION**

- 1) IT Center is responsible for any review and revisions with the approval of the IT steering Committee.
- 2) Upon the updating in Policy or Strategy or due to any other reasons, the University reserves the right to revise the terms of this Policy and its Guidelines at any time.

- 3) Any such revisions will be noted in the revision history, which are available on the University's website
- 4) By continuing to use the University's IT Resources following any update of IT Policy and Guidelines, it is considered acceptance on the revised terms of the Policy and Guidelines.

## **9. APPROVAL AND IMPLEMENTATION**

- 1) IT department is responsible for any review and revisions of IT Guidelines.
- 2) The revisions of IT Guidelines from the IT department will be approved by the IT steering Committee for its implementation.
- 3) The IT department is responsible for implementing the IT policy, IT Strategies and IT Guidelines.