

**INFORMATION, COMMUNICATION AND TECHNOLOGY
GUIDELINES**

2023

J S MURARKA MULTIPLE CAMPUS LAHAN, SIRAHA

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J.S. Murarka Multiple Campus ICT Cell Guidelines

1. Institutional Background

Founded in 2044 by B.S., J.S. Murarka Multiple Campus is a leading institution affiliated with Tribhuvan University, located in Lahan, Madhesh Province. Recognized as one of the largest campuses in the region, it caters to a wide range of faculties, including Humanities, Education, and Management, along with the Institute for Science and Technology, serving both undergraduate and graduate students across various departments. Since the academic year 2078 B.S., the campus has introduced student enrolment in the Bachelor of Information Technology and Computer Engineering (BITCE) program under the Education faculty and plans to expand its offerings to include BCA, BBA, BIT, and B.Sc. Ag.

The campus is distinguished by its expansive 16-bigha land property, featuring a peaceful fresh air source mango garden, providing an ideal environment for teaching and learning. With a well-planned infrastructure layout, the campus has received acclaim for academic and research excellence. The Ministry of Science and Technology, Government of Nepal, recognized it as the best community campus, and the University Grants Commission (UGC) Nepal accredited it with Quality Assurance and Accreditation (QAA) during the first cycle, with plans for the second cycle.

In line with its commitment to social impact, the campus offers culturally focused non-credit courses that directly benefit individuals with physical disabilities and those with limited financial means, particularly women (cheli-beti) within the campus community. Guided by the mission of "to contribute for building a prosperous society by producing updated and efficient human resources," the campus continuously improves its academic and administrative processes, prioritizing user-friendly approaches and leveraging the latest information and communication technology (ICT) tools.

JSMCC has medium-scale ICT infrastructure that includes over fifty computers, a minimum internet speed of 100+ Mbps for individual units, Wi-Fi accessibility in all departments, and the use of both general and discipline-specific software. Video-conferencing facilities enhance communication and collaboration. To manage and enhance this ICT setup, an in-house ICT unit

has been established to provide comprehensive and efficient ICT services to stakeholders, elevating the overall quality of the campus's academic products and processes.

2. Information and Communication Technology (ICT)

In recent decades, global education has faced increasing challenges due to social, economic, and technological changes. The onset of the COVID-19 pandemic in 2020 exacerbated these pressures, causing unprecedented disruptions, with 94% of the world's students affected by institution closures. The pandemic exposed the effectiveness of national ICT in education policies, revealing that countries without robust strategies faced difficulties in ensuring learning continuity during closures. Tribhuvan University has been forced to transition all its activities, including teaching, learning, and examinations, to an online mode. A comprehensive ICT Guideline has been mandated for all its institutions, ensuring uniformity in the adoption of online methods.

Information and Communication Technology (ICT) serves as an expansive umbrella term, encapsulating a diverse array of communication technologies, including but not limited to the Internet and various digital media platforms. This technology plays a pivotal role in facilitating access to information and knowledge across different domains. In the context of this campus, the Information and Communication Technology Guideline (ICT Guideline) serves as both a declaration of broad intent and a comprehensive plan of action.

JSMCC is dedicated to the effective application of ICT, not only as a means of enhancing administrative efficiency but also as a tool for optimizing the overall learning experiences of its students. This commitment extends to fostering innovation through the thoughtful integration of technology into various educational processes. The ICT Guideline, therefore, represents a strategic framework that guides the campus in key areas such as strategic planning, change management, and the ongoing development of learning processes.

This campus sees ICT as a powerful force for positive change. We aim to use technology not only to streamline administration but also to transform education. The ICT Guideline is our roadmap, guiding decisions, adapting to change, and shaping how we teach. By implementing this guideline, we want to create an environment where technology and education work seamlessly together, making our campus dynamic and forward-thinking.

3. Objectives

The key objectives of ICT Guideline are:

- Providing all stakeholders (students, faculty, staff, prospective students, and the community) with equitable access to information and services.
- Utilizing ICT to promote transparency, accountability, and efficiency in decision-making and administrative processes.
- Providing high-speed internet connectivity, modern hardware and software resources, and secure data management systems in new IT destinations.
- Promote student-centered learning by providing access to diverse and engaging content, tools, and resources.
- Equip teachers with the skills and knowledge to effectively integrate ICT into their teaching practices.
- Facilitate effective and inclusive online education delivery at the time of the pandemic.

4. Scope of ICT

- **The ICT Guideline governs access, resources, equipment, data, and privacy on the campus network.**
- **Responsible tech use, secure accounts, and vigilant reporting of threats safeguard the campus online community.**
- This guideline empowers campus administration with secure infrastructure, efficient services, and data-driven decision-making for a concerned community.
- **ICT fuels inclusive learning through curriculum integration, copyright awareness, and accessible platforms.**
- **ICT acquisition, secure data, and efficient online services drive campus operations.**
- **Responsible online interactions, robust anti-harassment measures, and bring-your-device (BYOD) guidelines foster a safe and productive digital campus environment.**

- This guideline also encompasses all users and stakeholders, including students, staff, temporary workers, contractors, and visitors, ensuring responsible technology use across the entire campus community.

5. ICT Guideline-related resources

This Guideline applies to ICT resources and systems made available to the users by the campus including;

- personal computers, laptops, and terminals
- peripherals such as printers, copiers, scanners, and multimedia devices
- mobile devices such as smartphones and tablets
- networks with wired, wireless, dialup and/or internet connections
- Internet services such as world-wide-web, blogs and wikis
- e-mail and other messaging, social networking, or collaboration services such as blogs, chats, and forums
- system and application software, services, and databases
- removable media such as CDs, DVDs, and USB drives

6. Guiding Principles for ICT on Campus

These principles guide the campus and its ICT unit in providing technology resources and making decisions related to technology on campus. They aim to ensure equitable access, efficient operations, and a positive learning environment for all.

- Ensure unrestricted access to teaching, learning, and research resources through technology.
- Utilize technology to optimize costs and improve the quality of education, research, and operations.
- Leverage technology to streamline processes and maximize efficiency.
- Deliver campus services promptly and efficiently through technology.
- Use data to track progress and demonstrate the effectiveness of technology initiatives.
- Employ technology to enhance the learning experience and make it more relevant to current trends.

- Continuously explore and adopt new technologies that benefit the campus community.
- Utilize technology to promote transparency in campus operations and decision-making.
- Establish clear accountability for the use and management of technology resources.
- Protect the privacy of individuals using technology per applicable laws.
- Implement robust security measures to safeguard campus data and systems.
- Minimize the environmental impact of technology use and promote sustainable solutions.
- Invest in technology that supports the long-term growth and development of the campus.
- Provide technology tools that enhance student autonomy and responsibility for their learning.
- Design technology solutions that cater to individual student needs and learning styles.

7. Area of ICT application

This ICT Guideline addresses a comprehensive range of areas where ICT is applied within the campus. These are:

I. Teaching and Learning: This ICT Guideline empowers faculty to create online courses and mixed learning formats, fosters collaboration through learning management systems, integrates cutting-edge tools like virtual reality (VR), supports open educational resources, and ensures academic integrity in online environments.

II. Research and Innovation: This ICT Guideline safeguards sensitive data, fuels collaboration through communication tools and high-performance computing, and promotes open access to knowledge.

III. Administration and Operations:

In campus administration, the ICT Guideline guides strategic technology use, ensuring alignment with academic goals. It provides clear directives on data security and ethical considerations, shaping responsible ICT integration. Campus budget decisions are influenced by the Guideline, directing investments in infrastructure and training. Continuous evaluation allows for optimization, enhancing teaching, learning, and administrative efficiency.

IV. Education Management Information System (EMIS)

Applying Information and Communication Technology (ICT) guidelines in an Education Management Information System (EMIS) involves establishing clear guidelines for secure and standardized data collection, storage, and reporting. This guideline prioritizes data security, user access controls, and interoperability standards, ensuring compliance with privacy regulations and supporting evidence-based decision-making.

V. Faculty and Staff

Integrating ICT into teaching involves leveraging technology to boost classroom engagement, enhance learning outcomes, and tailor instruction to individual student needs. This includes conducting online courses and blended learning formats to provide flexibility and accommodate diverse learning preferences.

VI. IT Cell

Maintaining campus infrastructure and networks involves guaranteeing dependable and secure technology access for all. This encompasses providing essential technical support and aiding users with troubleshooting and software-related challenges. The commitment extends to the proactive development and implementation of new technologies, staying attuned to emerging ICT trends, and embracing innovative solutions.

VII. Students

ICT Guideline encourages students to actively participate in online discussions, collaborate on projects, and utilize e-learning resources to enrich their learning experience. Students are urged to provide valuable feedback and suggestions, actively contributing to the enhancement of ICT initiatives on campus and fostering a collaborative and continually improving technological environment.

VIII. Campus website

The ICT Guideline encompasses campus website rules for the technical infrastructure, access control, content management, data protection, and user responsibilities. It also defines the roles of technical staff and coordinators, ensuring the secure and responsible functioning of the

website. The implementation of our ICT Guideline for the website involves meticulous compliance checks and reviews to stay current with technological advancements. Our commitment extends to fostering a secure online environment through targeted training programs and awareness campaigns for administrators and users. These initiatives collectively ensure the efficiency and security of our website, aligning with the dynamic landscape of information and communication technology.

IX. Additional Considerations:

Digital accessibility is a crucial consideration, ensuring that all ICT tools and resources are accessible to students with disabilities, promoting inclusivity in learning. Cybersecurity awareness is paramount, with a focus on promoting best practices for online safety to prevent cyber threats and protect sensitive information. Ethical considerations are also vital, addressing concerns related to privacy, intellectual property, and responsible online behavior. By prioritizing these aspects, the campus ensures a technologically inclusive and secure environment, fostering a culture of responsible and ethical ICT use.

8. Roles and Responsibilities in Applying ICT on Campus

ICT plays a crucial role in digitalizing campuses, impacting various aspects of campus life. Therefore, campus and users have dedicated roles and responsibilities in ensuring its effective application.

I. Campus responsibilities

- The campus's ICT units will oversee the management of ICT systems and infrastructure.
- Adequate budgetary provisions will be established by the campus for the maintenance of ICT infrastructure and the implementation of associated policies.
- The campus is committed to ensuring appropriate security measures, including antivirus and password management systems.
- While the campus will take necessary precautions for system and server maintenance, it disclaims responsibility for any consequential loss or damage, including data loss, arising from the use of ICT resources.

➤ Open-source applications will be prioritized on campus wherever possible to provide services and reduce the overall cost of running ICT infrastructure.

II. User Responsibility

- Users are responsible for refraining from unauthorized attempts to access computers.
- Users must avoid illegitimate access to another user's files.
- Bypassing Network Access Control, including circumventing proxies and firewalls, is prohibited.
- Unauthorized monitoring or interception of network traffic is strictly prohibited.
- Users must not engage in probing for security weaknesses through actions like portscanning and password cracking without permission.
- Unauthorized extension or retransmission of network traffic, including installing unauthorized wireless access points, routers, or switches, is not allowed.
- Unauthorized modification of campus data is strictly prohibited.
- Unapproved download, installation, or running of programs causing network flooding and denial of service to other users is not permitted.
- Sharing network access credentials with third parties to compromise network authentication is strictly prohibited.
- Using the network to infiltrate other networks is not allowed.
- Creation, retention, downloading, or transmission of offensive, obscene, or indecent images or data is strictly prohibited.
- Creation, retention, or transmission of material intending to cause annoyance, inconvenience, or needless anxiety is not permitted.
- Infringement of intellectual property rights, including copyright, trademark, design, and moral rights, is strictly prohibited.
- Sending deceptive electronic mail to appear as if it comes from someone other than the actual sender is not allowed.
- Unsolicited advertising or transmitting electronic mail with fraudulent intent, commonly known as "spamming," is strictly prohibited.
- Deliberate unauthorized access to networked resources, locally or remotely, is not permitted.
- Intentional activities leading to wasting support staff time, corrupting or destroying other users' data, and violating user privacy are strictly prohibited.

- Denying services to other users is not allowed.
- Actions or inactions intentionally or unintentionally aiding the distribution of computerviruses or other malicious software are strictly prohibited.
- Downloading, installing, and using unlicensed software on campus networks and computers is not permitted.
- Engaging in any activity falling under the jurisdiction of cyber laws is strictly prohibited.

9. Information Security

For campus information security, this guideline establishes the framework and principles guiding the generation and sharing of data and information. Physical infrastructure security is emphasized to ensure the protection of ICT equipment, with responsibility divided between individual units and the campus ICT Center. Guideline includes assigning equipment ownership, restricting access to authorized staff, and maintaining ICT asset registers. User responsibilities involve storing campus data centrally and adhering to access protocols, with authorization processes defined by relevant data owners. Technical staff at the campus ICT Center are tasked with protecting corporate data, ensuring regular backups, and enforcing data retention policies.

10. Management of ICT Guideline

The management of the campus ICT Guideline recognizes the dynamic nature of the ICT domain and commits to reviewing and updating the Guideline every three years. A dedicated setup is established, featuring an assistant campus chief heading the campus ICT unit, supported by three members with expertise in areas such as network administration, data center administration, and web design. Each department on the campus has get responsibility of managing the ICT Infrastructure, e-learning, and Website as a facilitator to collaborate with the ICT unit and maintain links with students. The campus will establish an ICT Advisory Council chaired by the campus chief, including heads of each department and ICT experts as members very soon. Regular dissemination of a document outlining available ICT services and their potential applications will be circulated to all relevant campus entities.