SNDT Women's University

e- Governance Policy

(This policy has been approved by the Management Council)

I.   Preamble

Information and Communication Technology (ICT) enabled technology cantransform Governance by providing services to all the stakeholders through good and effective eGovernance. Through eGovernance, SNDT Women's University (SNDTWU) would ensure that all its services are delivered to and accessible by the teachers, students, staff, alumnae and all other stakeholders efficiently, transparently, and conveniently in a reliable manner.

II.   Definitions:

e- Governance:

'electronic governance' is using information and communication technologies (ICTs) (such as Wide Area Networks, the Internet, mobile etc.) for delivering services, exchange of services, communication transaction etc

III.   Objectives

- To provide all the services of the university through e-Governance modules thus enabling the users to access these services through desktop, laptop or mobile devices from anywhere and anytime at their own convenience.
- To adopt and implement electronic governance, SNDTWU will promote transparency and accountability leading to enhanced productivity.
- To provide easy and convenient access to information and processes through the automation of administrative workflow processes thus creating paperless office.

IV. Need and Applicability

The policy applies to all faculty members, university administrators, staff, students and any other stakeholders using the services provided by the university.

This policy is also applicable to any authority or body in SNDTWU, established or constituted under the Maharashtra University Act 2016

1. Infrastructure

For all the e-Governance services to be implemented and delivered, the following key ICT infrastructure must be deployed.

1.1 University Computer Centre (UCC)

All the critical applications and data such as Examination, Finance and Accounts shall be hosted and delivered from the servers hosted at the University Computer Centre. Adequate servers, network, storage and security devices should be installed in the university Computer Center. The UCC should be equipped with 24 x 7 uninterruptible power and air conditioning and remote monitoring facilities.

1.2 Campus wide Local Area Network (LAN)

The services shall be delivered to the users through Campus-wide LAN connecting all the four campuses such as Churchgate, Juhu, Pune, Shrivardhan and any other upcoming campus of SNDTWU. The LAN should provide high-speed bandwidth within the campus and should be extendable from time to time. Adequate firewall security arrangements must be implemented. High-speed Internet bandwidth should also be available on campus. Redundant and backup Internet connectivity must be provided by different Internet Service Providers (ISP)

1.3 Cloud Infrastructure

The university will implement 'Cloud Infrastructure' to provide other services like Learning Management System, Affiliation System, Admission System, Administrative System, etc.

1.4 National Knowledge Network (NKN)

The National Knowledge Network (NKN) is a network that provides a unified high-speed network for all knowledge-related institutions in the country. The NKN must be used in the best possible way.

1.5 Disaster Recovery

In case of any untoward disaster at the University Computer Centre (UCC), disaster recovery plan should be in place well ahead in time as per the best practices followed for implementation and establishment of Disaster Recovery (DR).

1.6 Power Backup System

All major university campus IT and network access devices should be equipped with a suitable back-up power solution.

1.7 System administration and User Management

Role for all users for the access of e-resources should be defined and implemented. Log created and maintained for accesses to eResources like System / Devices/ Files etc.

2. e-Services Delivery

2.1 Any services that can be delivered electronically would be available online through university web applications.

2.2 Distinct web portals should be developed and rolled out for different applications ensuring interoperability.

2.3 Depending on the requirements of the e-governance applications, they would have interfaces with a payment gateway to enable payment transactions online.

2.4 To ensure seamless communication with users, anemail and messaging infrastructure should be deployed.

2.5 The e-tendering portal of the Government of Maharashtra and Government E-Marketplace (GEM) portal shall be used, for the purchases as per the finance code.

2.6 Care would be taken to ensure that the use of Open Source and Open Standard 6 for software development is used unless the use of proprietary technologies is inevitable.

2.7 University will ensure that the secure document management system is used for the storage and retrieval of the documents and data and also integrate DigiLocker and (National Academic Depository) NAD for lodge Academic Awards in digital format and maintains the integrity of the awards.

3. **Institutional Framework**

   To successfully implement e-governance services in the university, the following institutional mechanisms should be established.

   3.1 The Technology Committee would be the overall facilitator for promoting Information Technology and e-Governance in SNDTWU.

   3.2 Computer Center along with the technology committee shall provide hand-holding support to various departments/branches in the areas of infrastructure for e-Governance, Capacity Building, procurement of hardware, software, services etc.

   3.3 The departments/sections should ensure that the e-Governance services are being utilized by users within their respective departments/ branches

4. **Capacity Building**

The university shall develop and provide all of its stakeholders with capacity-building training sessions for all e-governance modules and applications developed and implemented to date.

5. **Review and Audit**

SNDTWU will conduct a periodic reviews of the implementation of the policy and provide the necessary guidelines to implement it from time to time.

6. **Budgetary Allocation**

SNDTWU will allocate sufficient funds to e-governance on an annual basis to scale up the system and ensure a sufficient workforce for optimal operation. University shall increase the allocation in a phased manner over a period of time.

7. **Revisions**

The University reserves the right to review the provisions of this policy at any time. Any such revisions will be noted in the revision history of the policy.

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