

e-Governance Policy

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REGISTRAR
ICFAI FOUNDATION FOR HIGHER EDUCATION
(Deemed-to-be-University establishes under section 3 of UGC Act 1956.)



Introduction

e-Governance is understood as the use of Information and Communication Technology (ICT) at all the level of the Government in order to provide services to the stakeholders, interaction with business enterprises and communication and exchange of information between different agencies of the Government in a speedy, convenient efficient and transparent manner. At ICFAI FOUNDATION FOR HIGHER EDUCATION, the efforts for e-Governance started with academics with the innovative FFCS system. The need to offer a flexible system giving options to students in terms of courses, faculty, and time was a major thrust for e-governance. In course of time, there was a need to integrate the examinations, then finance, hostels, admission, student records, alumni, events serving to the needs of students, faculty, parents, alumni, administrators and patrons. This document brings out the policy, framework, implementation and execution of e-governance in ICFAI FOUNDATION FOR HIGHER EDUCATION.

Vision for e-Governance

The vision of The ICFAI Foundation for Higher Education is to make all academic services accessible through an IT enabled common service delivery outlet, ensuring efficiency, transparency and reliability of such services. The services shall cater to all stakeholders including faculty, researchers, staff, students and parents.

Why to have e-Governance

1. Comply with the Govt. of India IT Information Act 2000 including all its amendments.
2. Create an IT enabled environment for managing all academic requirements.
3. Increase productivity of staff and thereby offer better services to the student community
4. Provide for an excellent Management Information System (MIS) to help the Board of Management and Academic Council in its functioning.

Objectives

- To gather information in digital form centrally and to deploy and store for current and future uses.


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- To serve authentic information to various stakeholders and regulatory bodies interactively and accurately.
- To provide seamless services to various stakeholders at 24x7 wherever, whenever required.
- To impart all academic services digitally to students, teachers, parents and alumni.
- To digitize the administrative services offered to ICFAI FOUNDATION FOR HIGHER EDUCATION employees.
- To empower all stakeholders to excel in their roles by providing relevant information at appropriate time.

Services Offered

1. Institute to Students (I to S)
2. Institute to Parents (I to P)
3. Institute to Faculty (I to F)
4. Institute to Staff (I to St)
5. Institute to Alumni (I to Al)
6. Institute to Administrators (I to A)
7. Institute to Management (I to M)
8. Institute to Vendors and Patrons (I to V)
9. Institute to Public (I to Pu)

Type of Services

Following are the types of services offered:

1. Academic Services
2. Financial Services
3. Administrative Services
4. Information Services

Applicability of policy

The policy is applicable to all Schools/ Centres/ Sections and units of ICFAI FOUNDATION FOR HIGHER EDUCATION.

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Core Infrastructure

1. In order to effectively implement e-governance, the following infrastructures are/ will be established.
2. Campus-wide and intra-campus connectivity using sufficient network connectivity.
3. A Centre for Technical Support (CTS) to provide planning, execution and maintenance of hardware/ network services across the campuses.
4. An in-house Software Development Centre (SDC) to build, deploy and maintain necessary software services wherever required or use external vendors for mission critical apps.
5. Necessary computer terminals to students, faculty, staff and administrators to access the services/ information.
6. To provide Institutional email addresses to all stakeholders and access to required portals to effectively discharge their duties.
7. To participate in digital initiatives of Central and State government agencies pertaining to higher Education like NDCL
8. To collaborate with other National/ International education institutes to exchange academic information.
9. To plan and update hardware/ software for new requirements/ technology.

Service Delivery Channels

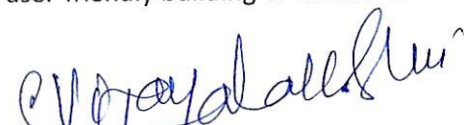
The following are the channels envisaged for delivering information to various stake holders:

1. Web portals (Public/ Stakeholders)
2. Mobile Applications
3. Billboards
4. Information Kiosks

Capacity Building

Necessary training by way of helpdesk, mock screens, and manuals will be deployed to train the Stakeholders to access information and services.

The service creators will be trained to adhere to prevailing software engineering practices for effective, user-friendly building of software.


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Security

All web sites and portals, applications will audit for cyber security to protect from external attacks, intrusion and hacking, an enhanced IT Security Policy to keep the IP rights also. Existing personnel / external personal will be engaged for this purpose.

Standards and Etiquette

1. Wherever possible open source will be used. Under unavoidable conditions, proprietary software may be used till alternatives are available
2. The codes will follow the industry standards in place and the software practices for deployment should be practiced.
3. A code repository will be maintained to protect the code and IP rights.
4. Various levels of data back will be made based on the age of the data.

Implementation

1. The e-governance will be implemented in all service/ academic/ administrative/ finance departments and relevant sections.
2. The Deans/ Directors/ Sections will be responsible for the information/ services offered from the Department even though it can be delegated to capable persons under their jurisdiction.
3. SDC will collect the requirements, build the application, test the application and modify as per user feedback.
4. CTS will provide necessary hardware/ network connectivity for effective collection and delivery of information/ services.
5. Necessary budget and personnel envisaged for deployment will be provided by the Institute.


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ERP Document – ICFAI FOUNDATION FOR HIGHER EDUCATION

ICFAI FOUNDATION FOR HIGHER EDUCATION's home grown software has been in use from 2008 and provides a common platform for all its stakeholders viz. Students, Parents, faculty and administrators. It facilitates automation and integration of the academic, administrative and other processes of ICFAI FOUNDATION FOR HIGHER EDUCATION.

Administration

Module	Features
Academics	All academic activity planning including Curriculum, Cohort Registration, Course allocation, Course scheduling, Workload and Calendar
Academic staff college	Planning and conduct of various events such as FDPs/Workshops conducted by ASC for Faculty
Asset Management	All activities of the computer and technology services and report generation
Estates	Maintenance request generation and job completion status view
Academic Council	View the Council Proceedings, minutes, and regulations
Performance Evaluation	Automates the performance evaluation of a faculty member, which includes uploading of data and self -assessment by faculty followed by evaluation of Area Head, Dean and approval of VC.
Transport	Automates the utilization of transport service from/to university for students and faculty members


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