MALWANCHAL UNIVERSITY, INDORE

ERP Policy

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1- Introduction

Enterprise resource planning (ERP) is used by Malwanchal university to manage business functions of its manage business function of its consultant units. It stores database allowing various departments to organise analyse and generate reports.

2- Scope

Human resource, management, students and faculty data, customer and inventory management.

3- OBJECTIVE

It is the operational requirement of Malwanchal University to provide, state-of-the-art information systems and electronic communication services (via Internet and intranet) to enhance the workflow and carry out the administrative activities of the educational institution effectively and efficiently. For this purpose, the institute has implemented the ERP system.

Everyone with access to the computer and the internal network can access to the ERP. This includes the use of all software features with necessary authorization. While, the ERP is a great resource for our organization, "it is the responsibility of each employee/ student to use this resource responsibly and respectfully".

3.1 -Security

- The Entry/Exit points of internet are protected by firewall.
- All authorized users are provided with a username and password to login into the ERP and access the required features .
- Each user has features defined as per the departmental job role and requirement.

3.2 -Usage Policy

Access is provided 24/7 for employees and students of the Malwanchal University.

- Additional software features can be requested and shall be allocated once the relevant authorities/ manager approves the 'need'.
- All information shall be shared on a need-to-know basis. Each user shall be given necessary (and restricted) access to the ERP. It shall be mandatory to follow the access limits strictly.
- Employees shall be held responsible for inappropriate use of information, which they have access to. All passwords must be kept confidential and computers shall be locked/ logged out from while away.
- The Institute shall have the right to monitor any and all of the aspects of its technology.

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- Employees shall be required to read and follow the Technology Updates sent from time to time. These shall include tips for effective use of technology, information security, new technology and upgrades.

- All personal greetings, displays or messages on any technology shall be formal and professional.
- Employees are expected not to use institute's technology for personal financial gain or profit.

- Carrying information in printed or soft copy shall be prohibited without prior sanction from the manager. Any employee shall not copy information illegally.

- There shall be no toleration for the use of technology for any actions that are harassing or discriminatory.

- A breach of any of the above guidelines or not following the policy guidelines shall lead to strict disciplinary action against the concerned employee.

- Technology is linked hence inappropriate use of one aspect of technology can cause unintended consequences in another. An employee shall always consider the availability of resources for others as well as the overall operational efficiency of the technology system.

3.3 Software Usage

- The institute shall own all software and makes it available to employees according to need, under the terms of licensing agreements between the institute and the software vendor.

- If an employee leaves the institute, any institute-owned software in his or her possession must be returned.

- To use resources wisely, employees are expected to learn what existing software can do.

3.4 External Access

Remote access

Remote Access can be defined as "Access to Malwanchal University ERP resources or data from an external location outside Malwanchal University premises. "This access may be by a third party or an employee who is located off-site. For cost and other security reasons, remote connections must be closed as soon as relevant work is completed.

3.5 Third Party Access

Third Party Access can be defined as "The granting of access to Malwanchal University resources or data to an individual who is not an employee of Malwanchal University.

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Examples of third parties include:

- Software vendor who is providing technical support Contractor or consultant
- Service provider

- An individual providing outsourced services to Malwanchal University requiring access to applications or data.

Third Party Access can only be provided after the Third Party has signed a confidentiality agreement that must be included in their formal contract with Malwanchal University.

Malwanchal University staff must never permit another individual to utilize their username to access the Malwanchal University network resources.

Further requirements for granting Third Party Access are:

- Risk analysis process
- Approval by Data Owner
- Approval by the Head of ERP / relevant IT resource

Third party access will only be permitted to facilities and data that are required to perform specific agreed tasks as identified by Malwanchal University, Indore.

In case a third party is required to access end customer's data and related resources, relevant approvals have to be obtained from the concerned authorities and management.

3.6-Backup and Recovery Policy.

Backup is done separately and labelled properly. Daily backup of the SQL databases and other important user data are scheduled. At the end of every month, all backup will be moved to the external hard drive and cloud storage. IT Department strictly controls the access to the drives and backups.

3.7-Misuse of data

Misuse of information systems would cover every action that disturbs the use of information systems for the purpose it is meant for. Causing harm or damage in any data, using characteristics of the systems for purposes that they are not meant for is prohibited by the administrators of the information systems.

Prohibited activities on the ERP system, some of which may constitute criminal activity, including (but not limited to) the following:

- Alteration of system software or hardware configurations and data without authorization.

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- Information classified as confidential or proprietary must not be sent over the Internet, For example: A file transfer, email content, file attachment or via a web session, unless protected by appropriate security measures.
- Unauthorized access to or use of other users' accounts.
- Unauthorized decryption of coded information such as passwords.
- Forgery or attempted forgery of data.
- Generating or forwarding chain letters, or participating in any kind of multilevel or pyramid scheme.
- Storage or transmission of copyrighted materials without permission.
- Wilful introduction of viruses or other disruptive/ destructive programs.
- Attempts to evade or bypass system administration policies, such as resource quotas, firewall and web filter settings.
- Harassment via impersonation of other users.
- Participate in illegal activities such as making threats, harassment, theft, breaching security measures, or violating any other applicable law or policy.
- Uploading or downloading any kind of socially or ethically objectionable material.

3.8-**Investigation and Consequences of Misuse**:

All data communication networks are administered by the IT Department. During the investigation, as a process of normal monitoring or on reported incidents, Systems Administrators have the right to prevent or limit the use of information systems. In addition to this, in case of misuse, the following consequences may also be applied:

- Limitation or denial of usage
- Disciplinary action

Malwanchal University, at its own discretion will act on any misuse: monitored or reported. In all such circumstances, Institution reserves its right to decide on the services offered to the employees/ students and take such necessary action individually or collectively, as may be deemed appropriate by the institute.

4. Procedure Objectives

IT department and ERP in charges are responsible to provide and maintain the software and hardware for the institution and ensure the continual operations to meet the request by the employees/ students towards the ERP.

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5. Procedures

Input	Tasks	Output
Software Requests Permission List Issue Resolution Request	1. Service Requests 2. Provide necessary infrastructure 3. Maintain the infrastructure 4. Plan for Preventive Maintenance	Software updates Allocate Priority Backup Service Register
Entry Criteria		Exit Criteria
New development Requirements		Approved Preventive Maintenance Plan
Preventive Maintenance Requirement		Hardware / Software Request Closure
Verification		
Review of the request reported Review of the Software requirements Review of the status of pending issues Verification through Periodical Audit		

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