



ICT POLICIES



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1. SOP - NUML's Official Email Addresses

- 1.1. NUML employees are assigned official email addresses, by the approval of concerned Pro-Rectors/ Directors/Deans/HoDs to correspond within/outside NUML.
- 1.2. Requests for all new email accounts will be sent to “**emailadmin@numl.edu.pk**” along with the following information:-
 - a. Complete Name (First Name, Middle Name, and Last Name).
 - b. Department
 - c. Designation with Status (Permanent, Contract or Visiting).
 - d. Date of Joining in NUML. e.g. Date of Expiry of contract/service.
- 1.3. Queries/requests other than “numl.edu.pk” domain will not be entertained and sent to “**emailadmin@numl.edu.pk**”
- 1.4. Each employee may be assigned only 1 x name-based and/or 1 x designation-based official Email address.
- 1.5. Employee would be responsible for the security and usage of their issued Email IDs.
- 1.6. Password for any official service that includes email accounts MUST not be shared with others and change your password periodically.
- 1.7. The default storage quota for each Email ID is based on Google Storage Policy.
- 1.8. NUML Email should be used for official and academics purposes only. Objectionable material MUST not be disseminated using NUML Official Email Domain.
- 1.9. HR/Administration branch or concerned department is responsible to send employee(s) name who has left NUML and email Admin will close/disable email address created for employee.
- 1.10. Email addresses will be disabled immediately on clearance/termination of all email addresses. After 6-months Email account(s) will be deleted permanently.

1.11. Email accounts will be assigned to the dignitaries as per following format: -

S. #	Description	Appointment-based ID	Name-bases ID (as per Name on appointment letter)
a.	All Deans	dean-facultyname@numl.edu.pk	first.lastname@numl.edu.pk
b.	All HODs	hod-departmentname@numl.edu.pk	“ “
c.	All Directors	dir-branchname@numl.edu.pk	“ “
d.	Coordinators	coord-branchname@numl.edu.pk	“ “

1.12. The name-based Email ID, which is also official ID, will be kept by employee till his/her presence in NUML irrespective of any appointment.

1.13. Therefore, appointment-based Email ID will remain in the concerned branch/department including all the correspondence made thereon.

1.14. NEWS ID will be created on the basis of appointment/designation.

2. SOP - Info Accounts

2.1. Following e-mail addresses which include regional campuses also, will be used to receive mails regarding queries/suggestions from general public:

- Main Campus Islamabad info@numl.edu.pk
- Lahore Campus info-lhr@numl.edu.pk
- Karachi Campus info-khi@numl.edu.pk
- Peshawar Campus info-psh@numl.edu.pk
- Faisalabad Campus info-fsb@numl.edu.pk
- Multan Campus info-mtn@numl.edu.pk
- Hyderabad Campus info-hyd@numl.edu.pk
- Quetta Campus info-qta@numl.edu.pk
- Mirpur Campus info-mpr@numl.edu.pk

2.2. Director P & C is responsible to respond emails received at info@numl.edu.pk

2.3. Respective Regional Director is responsible to respond emails received on their info-account.

3. Internet Usage Policy for Faculty/Staff

- 3.1. ICT NUML is providing Internet facility to faculty and staff either through WIFI or LAN.
- 3.2. Users are allowed to use Internet Facility on any of their Laptops and handheld devices.
- 3.3. Internet Facility on personal handheld devices would not be permitted to the employees of BPS-15 and below. Otherwise, permission is required from Dean/HoD/Director.
- 3.4. Internet facility will purely be used for academic, research and official purposes.
- 3.5. Faculty/staff can connect to internet using **“eduroam” or “EDUROAM”**.
- 3.6. Login ID and password would be shared to the department on request basis along with the configuration tutorial, however faculty and staff may get configured their devices from ICT and obtain Login ID/Password in-person during official working hours.
- 3.7. Bandwidth limit per user/device may be applied as needed.
- 3.8. Download limit per user/device may be applied as needed.
- 3.9. Sites related to online games, streaming and Torrent etc. will be blocked.
- 3.10. Malicious, indecent, and unethical etc. sites will not be permitted

4. Internet Usage Policy for Students

- 4.1. Wireless Internet facility will be provided to the active students only on their Laptops and handheld devices. Sharing of active students (System ID, Name, CNIC, Session and Department) is the responsibility of the Academics Branch.
- 4.2. Students can connect to internet using SSID **“eduroam” or “EDUROAM”**.
- 4.3. CMS System IDs are used as Login and Password format would be **Numl@CNIC** (without hyphens).
- 4.4. Configuration sheets are displayed and uploaded on Website, Electronic Boards, SMDs and on Notice Boards, however students may get configured their devices from ICT during official working hours.
- 4.5. Bandwidth limit per user/device may be applied as needed.
- 4.6. Download limit per user/device may be applied as needed.
- 4.7. Torrents, malicious, indecent, and unethical etc. sites will not be permitted. Internet access to the Student will be suspended in case of any violation.

5. SOP - IT Support

- 5.1. Safety of the equipment is the responsibility of the issued user. However, ownership rights of all equipment will remain with NUML.
- 5.2. All official data stored in computing devices is the property of NUML.
- 5.3. Installation request for any special purpose software should be sent to ICT after approval of concerned department's head.
- 5.4. All computer related software installations on individual's PCs will be done only by ICT Support team.
- 5.5. In order to protect machines from malwares like Spyware, Viruses, Spam etc. users are not given administrative privileges on these devices.
- 5.6. A standard software list is maintained by ICT Department for NUML Computers. Users are prohibited to install additional applications/software, however, additional applications/software may be installed by ICT after receiving formal request through proper channel.
- 5.7. Users are recommended, not to save their data on drive C:\ (OS Partition), "My Documents" and/or "Desktop".
- 5.8. ICT will not be responsible of loss or damaged data due to any Hardware/Software based fault in the computing system. It is the responsibility of the end-user to make replica of official data.
- 5.9. Users are not allowed to change/alter network setting configured by ICT Department.
- 5.10. Network resources/internet bandwidth are not permitted for commercial purposes.
- 5.11. Installation of licensed software on personal computers and laptops will not be allowed.
- 5.12. Personal peripheral devices are not allowed to install or attach with Official IT equipment.
- 5.13. Preparing/formatting of presentation and supporting material is the responsibility of concerned department. ICT Support team will only facilitate technical operations of the event and arrangements of online activity (if required).

6. SOP - Video Conferencing (VC) & Meeting Rooms

- 6.1. Requests to use the VC facilities/meeting rooms should be directed through Admin Branch (Jinnah Block) at least 4 days in advance.
- 6.2. Requesting department(s) must mention about Online/Offline Session.
- 6.3. The handling of IT equipment shall only be restricted to ICT Department and changes/removal/tempering of the equipment is prohibited by all other individuals.
- 6.4. Department is also responsible to nominate a focal person to manage the activity and supervise the event.
- 6.5. Nominated focal person must coordinate with ICT, day before the event for smooth conduct of activity and stay in touch with ICT till the closure of all sessions.

7. SOP - Security of Password & Data

- 7.1. Password is a secret word or phrase for legitimate individual(s) to access the Computers / Email accounts and Web-based Applications configured for NUML.
- 7.2. It is preferable to use a complex password of minimum 8-characters which includes alphabets, numbers and special characters viz. @, #, \$, %, ^, _ etc.
- 7.3. Always choose a password that is hard to guess for others, keep it secured carefully, and must change passwords frequently / periodically.
- 7.4. It is the responsibility of the end-user to change default passwords immediately.
- 7.5. “Forgot Password” option is available with all applications, however, application admin may be approached via official email address to get their password reset.
- 7.6. Users must not register organizational email address on internet websites unless it is for official purposes.
- 7.7. Users must protect their computers and the NUML network from computer viruses. All computer users must ensure that antivirus software is installed on their computers and the virus protection is enabled and updated.
- 7.8. ICT Department will configure every computer on the network to get automatic updates of antivirus software.

- 7.9. No user should disable virus protection nor must antivirus software be prevented from scanning system files. All media, email, and internet downloads must be scanned for viruses.
- 7.10. Be careful in opening/respond to spam and unrecognized emails.
- 7.11. Users must report immediately to ICT about virus attacks, so that all programs and data files must be disinfected on the user's computer.
- 7.12. It is the responsibility of each computer operator / user to protect all sensitive information of NUML. Users must refrain from unnecessary sharing of files and folders as this may put sensitive data at risk.
- 7.13. Users are advised to backup all important official data on the centralized shared storage devices and/or on different partitions of their assigned computers so that vital information is not lost in case of accidental deletion.
- 7.14. It is strongly recommended that all important and sensitive data must also be stored and retained on external hard-disk drives or CDs / DVDs.
- 7.15. Users must not test or implement any software application known to compromise the confidentiality, availability or integrity of NUML resources, data and information.
- 7.16. It would be illegal to possess, distribute, use or reproduce programs for scanning, hacking and cracking of NUML resources.

8. SOP – Employees' Attendance Management System

- 8.1. ICT will register and capture the finger prints and/or facial expression (in-case of having problem with their finger prints) of all employees.
- 8.2. Employees need to visit ICT along with their appointment letter for registration.
- 8.3. Access to department-wise attendance report provided to Pro-Rectors/ Directors/ Deans/ HoDs of their respective branch/department.
- 8.4. ICT will manage technical aspects of the system, however, administrative side of the system will be managed by HR branch.

9. SOP - Networking Equipment

- 9.1. ICT is responsible for networking and installation of IT equipment in various departments/branches of NUML.
- 9.2. Security of network devices installed in various departments/branches is the responsibility of the department/branch where the equipment is installed.
- 9.3. Locations of the installed equipment in department/branches must not be changed or disturbed by anyone other than ICT.
- 9.4. Change in location of IT/Network equipment is the responsibility of ICT.
- 9.5. The department concerned are the custodian of the equipment, thus in case of any **theft** and **damage** of network equipment, department (where the equipment is installed) will be solely responsible for the incident(s).
- 9.6. The department should report to Security Section and ICT for such kind of incident(s).

10. SOP - Update of Software Applications

- 10.1. The department request for change in a software or a new software will be bound to submit complete requirements along with request to Director IT.
- 10.2. The requirements document should comprise of Form fields, constraints on form, user roles and workflow of software.
- 10.3. The update in current software will be accepted only by technical analysis of the requirement and implemented if technically feasible.
- 10.4. In case of developing new software, technical team will get requirements using requirements elicitation methodologies in order to develop beneficial software and estimate the realistic timelines.

11. SOP NUML's NEWS Account

- 11.1. Every person who has NUML's Official email address will be allotted a NUML NEWS account for official correspondence with NUML.
- 11.2. Requests for new NEWS account must be sent to email **newssupport@numl.edu.pk** for approval with detail information of users.

- 11.3. No request will be entertained for creation of NEWS account and change of passwords through private domain email address e.g., Yahoo, Hotmail, Gmail etc. or telephone call.
- 11.4. No request will be entertained for creation of NEWS account or change of password on behalf of other employee.
- 11.5. After creation of NEWS Account, user id and default password will be sent on his/her official email address.

12. SOP NUML's Appraisal System Account

- 12.1. Administration branch will be responsible to inform ICT department for start and end date for online appraisal system.
- 12.2. Administration branch will be responsible to send list of IO/ SRO decided by competent authority to ICT department.
- 12.3. ICT department will enable Appraisal for nominated IO/SROs.
- 12.4. After closing date for Online Appraisal decided by higher authority, ICT department will not entertain any request for late submission.
- 12.5. Request for change of Designation or Department will not be entertained by ICT department during the appraisal start and end date decided and informed by administration.

13. SOP Website

13.1. Main Page Slider, Announcements and Events

- a. Webmaster can update directly on Sliders, Announcements, and events.
- b. Users of Regional Campuses, Faculty and department will create a post for Sliders, Announcements, and events but these will be shown on the main page after approval from the webmaster via webCMS.

13.2. Date Sheet/Results

- a. Regional Campus, department user can upload the date sheets and results which will be shown of their web portal as well as on the main website. (The Results to be uploaded by Exam branch in main campus however date sheet can be uploaded by Regional Campus and department users.)

- b. The webmaster can upload the date sheets and results of any department and regional campus.

13.3. Tender, Scholarships and Jobs

- a. On main website tender can be uploaded by webmaster & focal person in Administration branch.
- b. Student Financial Aid office can update the scholarship page on website.
- c. Jobs can be uploaded and managed by focal person in HR branch.
- d. Each campus has separate jobs and tenders. The users of that campus can upload on their web portal.

13.4. Journal Research and Projects

- a. These will be updated and maintain by departments.

- 13.5. Admin users for each department/faculty/RC will be responsible to keep the website up-to-date.

14. SOP QEC Portal

- 14.1. QEC department is responsible to announce and inform to all departments, about date for filling teachers' evaluation online forms by students.
- 14.2. All departments' coordinator will be responsible to update Teachers Names and make available names on QEC Online forms portal, if they have any issue or need assistance regarding QEC Online Application they will report immediately to ICT.
- 14.3. All Departments' coordinators will be responsible to inform students that QEC Online portal is available only through the dates decided by competent authorities.
- 14.4. All Departments' coordinators will be responsible to send a notification to ICT that QEC Online Portal should be disabled to students after specific date decided by competent authority.
- 14.5. If any coordinator has been changed by the department, HoD/Dean/Director will be responsible to send his/her name to ICT department and send new coordinator for training to ICT regarding QEC Portal usage.
- 14.6. QEC department will be responsible to inform ICT after completion of QEC Portal process by the departments, to disable this application for all (coordinators, students).

15. SOP Open Journal System

- 15.1. NUML ICT is managing 6x online journal based on open source of knowledge platform that is open journal system.
- 15.2. The Open Journal system paper submission, review process, publication and assigning DOI to be managed by the Journal manager of the Journals.
- 15.3. The admin panel access is given to Manager Research & Journal in Research & Strategic Initiatives (RSI).
- 15.4. For any technical issue or assistance, the query will be sent to ICT via Research Manager Research & Journal.

16. SOP Campus Management System

- 16.1. Campus Management System has several modules such as Admission, Fee, Library and Exam.
- 16.2. ICT is responsible for flawless availability, maintainability of campus management system and technical assistance in system development.
- 16.3. Each module is being administer by the admin in a concerned branch.
- 16.4. The admin of each module will entertain all the queries of the students.
- 16.5. The technical issues can be reported to ICT on it-desk@numl.edu.pk by students.
- 16.6. The admins can report development quarries or running issue to Director ICT.

17. SOP NUML Presence on Social Media

- 17.1. The media should be utilized amicably to represent all approved official activities (old as well as future events) of NUML.
- 17.2. Proper write-up with pictures to be provided by PRO for all successful events.
- 17.3. The Events can be broadcast live on NUML Social Media on one-day prior request by the concern department.

18. SOP Electronic Board

- 18.1. Text sent by the department should not more than 180 words with spaces, including;
 - Name of event

- Start Date/End Date of Event
 - Place of event
 - Event organized by.
- 18.2. Content should be mailed to **emailadmn@numl.edu.pk** two days before the date of event.

19. SOP Convocation

- 19.1. ICT department will ensure provision of audio and display facilities.
- 19.2. ICT department will provide microphones for the Chief Guest, Rector and at the rostrum.
- 19.3. ICT department will provide computer and printers facility with in the vicinity of convocation hall (if required).
- 19.4. ICT department will provide facility if required Live coverage of the event on NUML web site, Facebook and NUML YouTube channel.
- 19.5. ICT department will ensure functionality of LEDs placed on main table.
- 19.6. Any other IT task given by DG/Registrar.

20. SOP ICT Repair Facility

- 20.1. The department concern will inform IT support team through telephone call/NUML Official email address or NEWS account regarding the issue.
- 20.2. Representative of the support team will visit the site and remove the fault. If the fault/issue has to be resolve in the ICT workshop. Then the department will shift the equipment to the workshop for detail checking.
- 20.3. If the problem resolved, the ICT team will inform the department to collect the equipment for use.
- 20.4. If some part of the equipment has to be replaced, then the concern department will send a repair note to the Director IT for repair of the equipment.
- 20.5. On the said note, repair/replacement of parts with cost approximate is being put up for approval of the Competent Authority.
- 20.6. After approval and necessary repair/replacement of parts, and entry in the relevant book, the same is being returned to the department for use.

21. SOP Procurement of IT Equipment & Electronics

- 21.1. Demands for IT Equipment or Electronics will be sent to Director-IT, by various departments/branches including Regional Campuses through NEWS or hard copy.
- 21.2. The demands are being compiled in the ICT and then put-up for approval from the competent authority.
- 21.3. After the approval, case for procurement is advertised in the press and website.
- 21.4. The procurement process in ICT is purely according to PPRA rules.
- 21.5. On receiving the equipment from various vendors, the same is being inspected by the inspection committee on satisfactory report from the inspection committee the equipment is being taken on university charge, payment to the vendor is being processed.

22. SOP ICT Consumables

- 22.1. The department of ICT will maintain reasonable stock of various type of toner cartridges to be available in short notice to the departments/branches of Main Campus.
- 22.2. The department concern will inform and render a request to the department of ICT for issuance of the requisite toner.
- 22.3. The department of ICT will issue the toner and will maintain the records of individual department/Branch.
- 22.4. In the department of ICT, at the end of every month, summary of the toner cartridges including other consumable items will be prepared and incorporated in the relevant books and signed by the Director IT.

23. SOP Laptop Distribution

- 23.1. All laptops and its accessories are NUML property and provided to Job Titles for a specific period of time as deemed appropriate by the Authorities.
- 23.2. Laptops may be allocated to the following job titles:
 - Rector
 - Director General

- Pro-Rectors
 - Registrar
 - Directors / Regional Directors
 - Deans
 - Head of Departments
 - Any other job title approved by the competent authorities.
- 23.3. Laptop from the existing stock or fresh procurement, will be issued to the authorized job title only.
- 23.4. Laptop Acceptance Voucher will be issued by ICT and it will be signed by the allocate. Prior to being issued one of NUML-ICT laptop, will sign the Laptop Acceptance voucher, required to maintain record by the ICT department.
- 23.5. On posting, transfer, repatriation, and/or retirement, end user must return all laptop items (Bag, Charger etc.) issued to him/her to ICT Branch and may get clearance.
- 23.6. The custodian of the Laptop, thus in case of any theft and damage of Laptop will be solely responsible of the end user.
- 23.7. On special request from other than designated persons above mentioned, the concerned user should forward the request with proper justification and approval by the Higher Management to ICT department.
- 23.8. After evaluation & cross checking the authorization, necessary documentation & approval, the same may be handed over to the concerned person.
- 23.9. Laptops/Desktop Computers and all associated hardware procured under any project would be the property of NUML and after completion of project all hardware must be returned to ICT for stock taking. It is the responsibility of the end user to hand over all IT equipment in functional condition, otherwise any repair and maintenance would be borne by the user.

24. NUML Official Accounts/Domains (Social Media, Website, Email)

NATIONAL UNIVERSITY OF MODERN LANGUAGES
(ADMINISTRATION BRANCH)

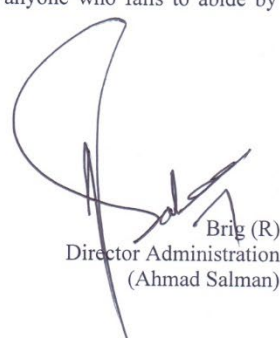
No.ML.10-4/2000-Admn

Dated: 15-09-2022

Subj: SOP: NUML Official Accounts / Domains (Social Media, website & email)

Ref: Academics Branch letter No.ML.2-15/20 Adms/Acad/30 dated 12-03-2021.

1. Following are the official Accounts / Domains (Social Media, website & email):
 - a. <https://www.facebook.com/numlofficialpage/> (Facebook)
 - b. <https://instagram.com/numlofficial> (Instagram)
 - c. https://twitter.com/numl_official (Twitter)
 - d. <https://youtube.com/c/numlofficial> (YouTube)
 - e. <https://pk.linkedin.com/school/nationaluniversityofmodernlanguages/> (LinkedIn)
 - f. www.numl.edu.pk (Website)
 - g. @numl.edu.pk (Employees) & @numls.edu.pk (Students) (Email Domains)
2. Above mentioned accounts are considered official for information dissemination by the NUML Administration; remaining all the accounts are either unofficial or fake.
3. No one is allowed to use the name of "NUML" for creation of social media accounts that pretend / imitate as an official account.
4. In case, the name of "NUML" is required to be used for private social media accounts, prior permission must be sought from university administration; for this purpose, following justification / information has to be submitted: -
 - a. Details about Admin(s) i.e. Name, Reg No, Class, Session & contact details etc.
 - b. Purpose of the account, group, page, market place and games etc.
 - c. NUML ICT will keep the administrative rights and monitor the account(s).
 - d. Restriction would be imposed by the account admin on the following posts.
 - i. Sharing of Fake News / information / notification about NUML
 - ii. Sensitive Personal, Social, cultural & religious material etc.
5. NUML reserves the right to take legal action against anyone who fails to abide by the SOP.


Brig (R)
Director Administration
(Ahmad Salman)

All Pro-Rectors/Deans/HODs/ Directors/Registrar

CC:-

- PSO to Rector
- PS to DG