

**GREAT LAKES UNIVERSITY OF KISUMU  
(GLUK)**



**ICT POLICY**

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Signed:

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Vice Chancellor, Secretary to Council Date:

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Chairman of Council Date:

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## DEFINITION OF TERMS

1. A **“User”** means any person, who is authorized to have access to ICT infrastructure of the university. It includes Registered Students of any academic program offered by the university and holder of the valid Identification Card issued by the respective authority of the university or with any other the authentication of the respective dean / head / director / coordinator of the faculty / department / School / institution under the university .
2. **Administrators** include the Chancellor, Vice-Chancellor, Pro-Vice-Chancellor, Deans of the faculties, Registrars, Directors, Coordinators of any institution/Schools of the university, all executives/officers , Heads of the Departments & officers under them, if any, Members of the Senate.
  - a. Teachers including permanent, temporary, visiting, part-time or any other who is assigned the duty to teach in any of the academic programs offered by the university on remuneration/honorarium
  - b. Non-Teaching Staff including permanent, temporary, part-time, daily wagers, tenure based, on deputation, on-contract or any other who is assigned / hired to perform any non-teaching or technical duties on pay / wage / remuneration / honorarium
  - c. Researchers including Project Assistants /Fellows, Research Assistants/ Graduation Fellows or any other who are appointed/hired in any research work undertaken by any department/institution of the university
  - d. Guests including visitors from other academic / research institutions / County or Central Government Bodies/Research Funding Agencies etc., delegates of regional / national / international academic seminar / workshop / conferences etc., Vendors, Bankers and other stake holders of Supply Chain Management (SCM)
3. **“GLUK”** represents The Great Lakes University of Kisumu
4. **“University Community”** includes Administrators, all categories of teaching & non-teaching staff as well as all categories of enrolled students
5. **“User Department”** means a Faculty, Department, Institution, Unit or Section of the university, which gives its staff and students access to its ICT resources and GLUK-Intranet
6. **“GLUK-LAN” or “GLUK-Intranet” or “Campus-LAN”** mean Local Area Network of all Information and communication devices, connected through one or more communication medium – wired or wireless, across all campuses of the Great Lakes University of Kisumu interconnecting all faculties, departments, offices and institutions of the university

## **EXECUTIVE SUMMARY**

This policy recognizes the use of within the University by students and stakeholders is critical to effective and efficient service delivery. A convenient use of facilitates prompt flow of information, which in turn ensures effective planning and development of the University. The ICT policy ensures information and data are properly maintain to ensure quality service delivery to customers and the community at large.

The policy strives to accommodate diverse needs of the students and the aspirations of the University and the stakeholders. It gives clear guidelines to students, sponsors and stakeholders on a convenient way of using the ICT facilities and materials and equality in provision and access of University education. This policy is a product of a participatory process, and is cognizant of the various University performance management processes, including the service charter, strategic plan and objectives.

Signed:

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**Vice Chancellor, Chair of the University Senate**

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**Date:**

## **1.0. GENERAL UNIVERSITY INFORMATION**

Great Lakes University of Kisumu is committed to maintaining high standards of education and training of professionals who are responsible stewards of resources and services in the society. GLUK graduates after going through the learning experience with the institution go out equipped with the following rare and important attributes; high level of integrity, transparency and accountability, they are selfless, inclusive and participatory providing space and voice for all people. Our curricula prepare them to meet the needs of the market and professional bodies. The following section provides guidelines that are applied to determine the eligibility of the

### **1.1. Vision, Mission, Philosophy and Core Values of the University**

#### **1.1.1. Vision:**

The Great Lakes University of Kisumu (GLUK) is established as a Centre of Excellence bridging academics with community and institutional based development.

#### **1.1.2. Mission:**

The Mission of GLUK is to develop effective and concerned managers or leaders with a vision for the transformation of situations in the African context.

#### **1.1.3. Philosophy of the University:**

GLUK believes that all people and communities have capacities and are fully engaged in individual, collective and collaborative actions to solve their own problems.

#### **1.1.4. Core Values and principles:**

All members of the University in their individual and collective capacities shall be fully committed to high standards of good governance and shall act in a manner consistent with the following values and principles which shall provide the framework within which all the University activities shall be performed:

- a) Excellence.
- b) Respect for dignity of every person.
- c) Results orientation.
- d) Integrity and honesty
- e) Accountability and prudent stewardship of resources.
- f) Mutual respect.
- g) Inclusive participation

## 2.0. INTRODUCTION

The ICT (Information Communication Technology) refers to technology that is used for processing and distribution of data/information using computer Hardware and Software, Telecommunication and Digital electronics. The ever-increasing application of Information and Communications Technology is a welcome change being experienced for the past few decades. ICT enhances productivity, improves the work life of personnel and offers a better way of functioning to University Management, Staff and Students. With the growth, the complexities have also increased and this offers many challenges. These challenges may severely impact the university's brand image and may involve significant social, legal and financial implications. Therefore the ICT Support Unit of the University has taken an initiative to propose a Comprehensive ICT Policy to be implemented across entire University.

## 3.0 POLICY STATEMENT AND SCOPE

### 3.1 Policy Statement

All users of the ICT facilities of GLUK will be subject to the following Acceptable Use Policy

1. [**Content**] I shall be responsible for all use of this network. In case I own a computer and decide to connect it to GLUK network, I will be responsible for all the content on it, especially that which I make available to other users. (This provision will also apply to any computer or device for which I am responsible, and is included in the meaning of "my computer".) In case I do not own a computer but am provided some ICT resources by GLUK, I will be held responsible for the content stored in the designated workspace allotted to me (examples: file storage area, web pages, stored/archived emails, on ICT Support Unit or Department machines).
2. [**Network**] I will be held responsible for all the network traffic generated by "my computer". I understand that network capacity is a limited, shared resource. I agree that physically tampering with network connections/equipments, sending disruptive signals, or making EXCESSIVE USE of network resources is strictly prohibited. Repeated

offenses of this type could result in permanent disconnection of network services. I shall not share the network connection beyond my own use and will not act as a forwarder/masquerader for anyone else.

3. [**Academic Use**] I understand that the ICT infrastructure at GLUK is for academic use and I shall not use it for any commercial purpose or to host data/network services for other people or groups. Also, I shall not host or broadcast information that might harm others or may be otherwise considered objectionable or illegal as per provisions of Indian law.
4. [**Identity**] I shall not attempt to deceive others about my identity in electronic communications or network traffic. I will also not use GLUK ICT resources to threaten, intimidate, or harass others.
5. [**Privacy**] I will not intrude on privacy of anyone. In particular I will not try to access computers (hacking), accounts, files, or information belonging to others without their knowledge and explicit consent.
6. [**Monitoring**] I understand that the ICT resources provided to me are subject to monitoring, with cause, as determined through consultation with the GLUK administration, when applicable. The monitoring may include aggregate bandwidth usage to effectively manage limited ICT resources as well as monitoring traffic content in response to a legal or law enforcement request to do so. I authorize GLUK administration to perform network vulnerability and port scans on my systems, as needed, for protecting the overall integrity and efficiency of GLUK network.
7. [**Viruses**] I shall maintain my computer on this network with current Antivirus/Internet Security/Endpoint Protection software and current updates of my operating system, and I shall attempt to keep my computer free from viruses, worms, Trojans, bots, malware and other similar programs.
8. [**File/Data Sharing**] I shall not use the ICT infrastructure to engage in any form of illegal file/data sharing (examples: copyrighted material, obscene material).
9. [**Security**] I understand that I will not take any steps that endanger the physical or logical security of the GLUK network. Specifically, I will not attempt to bypass firewalls and access rules in place. This includes not setting up servers/communication devices (including wireless) of any kind (examples: web, mail, proxy, router, managed or



unmanaged switch, smart phones) that are visible to the world outside the GLUK campus. In critical situations, GLUK authorities reserve the right to disconnect any device or disable any account if it believed that either is involved in compromising the information security of GLUK.

10. **[Penalties]** I understand that any use of ICT infrastructure at GLUK that constitutes a violation of GLUK Regulations or provisions of Kenyan Cyber Law could result in administrative or disciplinary or legal procedures. Your access will be automatically suspended/BLOCKED completely, if the ICT Infrastructure Access Policy is not ACCEPTED by you.

### **3.2 Policy Scope**

Policy review can take place at different levels. For instance at the department level before it is brought to the Faculty.

#### **3.2.1 Scope**

This policy applies to all teaching and non teaching departments at GLUK.

## **4.0 POLICY OBJECTIVES**

The objectives of this policy are to:

- a. To ensure smooth operations of ICT infrastructure and access to internet.
- b. To protect its vital information like exam results data, accounts data etc. from unauthorized access.
- c. To make available minimum internet bandwidth to each academic user to ensure the high availability of academic e-resources
- d. To standardize the ICT procurement and maintenance process
- e. To enforce and ensure minimum information & network security standards to prevent any misuse from its own users and outsiders
- f. To protect its ICT infrastructure from cyber attacks and to prevent it from being used as a platform to create a cyber attack somewhere outside the campus

## **5.0. INFRASTRUCTURE:**

ICT Infrastructure comprises of Hardware, System and Application Software and Communications Infrastructure – wired and wireless, like cables and networking equipment etc. used in internal as well as external communications.

### **5.1. Hardware:**

Hardware comprises of various items that are used by the end users as well as the items that are used to support the use of ICT by the end users. For example, Servers, Desktops, Laptops, Tablets, Mobile Phones, Printers, Scanners, UPSs, Network Switches etc. and various other equipment.

### **5.2. Software:**

Systems Software comprises of software that make the system function and constitute an integral part of the system. For example, Operating System is a System Software and common applications like E-Mail Client can be considered to be a Application Software.

System Software are proprietary e.g. Windows OR in Public Domain e.g. Linux. Application Software include MS-Office, MS Outlook etc are proprietary whereas Thunderbird E-Mail, Open Office Suite etc. are Open Source Software.

As far as it is practicable and consistent with the intended purpose, Users ought to prefer Public Domain Software which is available either free OR at a much lower cost.

Software for Common Usage should be identified and implemented across the university in order to achieve consistency of formats and ease of sharing common data.

### **5.3. Communications Infrastructure:**

Covers the means of ICT based Communications – wired and wireless, both within the University as well as outside the University. It comprises of Cables, Junction Boxes, Switches, Modems, Routers, Access Points and similar networking equipment.

## **6.0. MAINTENANCE/UPGRADATION POLICY**

1. On procurement & installation of any new ICT device/equipment, User department must allocate a unique dead-stock number (Asset Identification Number) in the dead-stock/Asset Register. The same number must be written on the front side of the device/equipment, which can be used for physical verification. The same must be appropriately updated while transferring out OR disposing/writing off such assets.
2. User department must be vigilant about warranty checks and must take appropriate action if the performance of the device/equipment deviates from the expected performance.
3. After the completion of the warranty period, User Department may implement the Annual Maintenance Contract (AMC) for the device/equipment depending on the criticality of its usage, with the approval of the ICT Support Office& following the standard procedure laid down by the university from time to time.
4. The ICT Support Office shall define, review, revise, approve and circulate/publish the guidelines & procedure for up-gradation of outdated ICT devices/equipment/components or to improve the performance of existing ICT devices/equipment/components and software. The up gradation of devices/equipment can be through increasing the performance capacity by adding/replacing some components, like memory, HDD, Graphic card etc. or by replacing the whole device/equipment through a buy-back mechanism depending on the specifications and performance parameters of the device/equipment. A prior approval of specifications and requirement by the IIM Committee is essential.
5. Necessary budget provisions must be made by the respective user departments for the maintenance and up-gradation of its ICT equipment and software.

## **7.0. POLICY FOR WRITING-OFF ICT EQUIPMENT**

ICT Support Office is responsible to define, review, revise, approve and circulate/publish the guidelines & procedure to scrap and write off the non-functional, non-operable, non-repairable and obsolete ICT devices/equipment.

It must perform the vendor evaluation and registration process to identify & register the vendors specialized in disposal of e-scrap or digital scrap.

**8.1. Fair / Ethical Usage Guidelines**

1. All users are expected to make use of the ICT resources accessible to them with sensibility and awareness.
2. The GLUK-Intranet and Internet access will not be used for commercial activity, personal advertisement, solicitations, or promotions, such as hosting or providing links of commercial websites or email broadcasts of commercial promotions to the users.
3. Any part/component of the ICT infrastructure of the university shall not be misused for Anti-University, Anti-State or Anti-Government activities.
4. As such, non-GLUK organizations (such as commercial outlets operating on the GLUK campus) will not be connected to the GLUK-Intranet, and cannot be a part of the GLUK domain space.
5. The downloading of audio and video files is to be done strictly for official purposes.
6. Each user must preserve & maintain the confidentiality of the password used by him/her. No user must try to access the ICT resources using other user's password, either knowingly or otherwise.
7. Access to sites that are banned under law or that are offensive or obscene is prohibited. This is also an offence under the National ICT Policy and attracts severe punishment.
8. Use of the network to tamper with information on other computers, to deliberately spread harmful/pirated programs, compromise other systems, or to cause damage of any kind using the intranet/internet is prohibited, and is an offence under the National ICT Policy. The user is liable for any civil losses caused, in addition to criminal prosecution under the National ICT Policy.
9. No equipment/user other than those registered with the University, can be used to connect to the intranet.

**8.2. Centralized Authentication of Users**

1. ICT Support Unit is responsible to devise a mechanism for management of registration and access policy for all users using, for example, LDAP or Active Directory or any other appropriate software. It should provide a GUI based platform for user administration

through which user departments can administer their users in the centralized database of users in LDAP or Active Directory.

2. The head of every user department is responsible to add/modify the information about its users and their access rights on centralized user database managed by ICT Support Unit. The head may designate a staff member, preferably a permanent staff member, to assist him/her for the user information management of its users on the central user database and inform the ICT Support Unit about the same. ICT Support Unit shall provide necessary training to all heads and designated staff members to manage the user information of their respective user department.
3. The user department shall update information of its students after finalization of admissions once every year. The modification of user data for teaching/non-teaching staff and any other user must be updated immediately by the user department with the change in the user status. Individual user is not responsible for updating of his/her information in the user database.

### **8.3. Internet & Intranet Application Software Usage Only by Registered Users**

1. Registered users will be allowed access to internet facilities and audio and video downloads depending upon their access rights.
2. Users with selected privileges will be allowed access to Intranet Application Software of the university. For example, only staff of the academic and examination section and faculty shall be given role-based access to add/modify/delete relevant data in the Student Management Information System (university ERP).
3. Every Application Software deployed in the university, whether developed in-house or through outsourcing or readymade or cloud based, shall have one administrator user designated by the university. It is the responsibility of the administrator user to manage user access rights. However, non-IT administrators must take guidance and assistance of the ICT Support Unit in resolving technical issues of the software.
4. Access of non-academic websites, download of music/movies and non-academic videos etc. must be restricted for all users.

5. Faster access to e-journals subscribed through academic consortia, National Digital Library & other such projects should be ensured.

#### **8.4. Sharing of Hardware Resources Like Desktops, Printers, Scanners Etc. By Employees & Students**

1. ICT resources are limited and users are more. Hence, the resources have to be shared sensibly and effectively.
2. Use of network Office equipment like Network Printers and Network Scanners should be encouraged.
3. Minimum computer-student ratio of 1:2 in every teaching department offering IT programs / courses and a ratio of 1:4 to 1:6 in non-ICT programs/courses is desirable.
4. A desirable Computer-staff ratio of 1:2 should be maintained in research departments/institutions. A desirable Computer-staff ratio of 1:3 should be maintained in all other non-teaching / administrative departments/sections/offices.
5. Due care should be taken not to overwrite / delete other users' data on shared resources. In case of any difficulty, guidance and support can be taken from the ICT Support Unit.

### **9.0. ICT SECURITY POLICY**

#### **9.1. Desktop Security Policy**

##### **9.1.1. Physical Security of Servers, Desktop, Laptop, Thin Client, Portable Devices Etc.**

1. The user department where the ICT equipment is installed and used, either temporarily or permanently is responsible for the physical security of it.
2. It is responsible for allowing the physical access to the ICT resources only to authorized users.
3. It is also responsible to ensure proper power supply with effective grounding (earthling), proper furniture as well as cleanliness of the equipment and environment including air-conditioning machines.

4. The user department must ensure proper load on electricity meter before installing additional ICT equipment or other allied equipments like air-conditioning machines etc. The user department must get the power load on electricity meter checked by KPLC every 2 years. The power load on electricity meters must be calculated and increased taking into account requirements of next 2 years.
5. Users of a user department can access the network via desktop/laptop computers on the campus network. Users are responsible and accountable for the usage of the systems allocated to them.
6. Users must take adequate & appropriate measures to prevent misuse of network from computer systems that they are responsible for.
7. Individual users as well as User departments should take reasonable care of the vulnerability of systems attached to the campus network. In particular, users must apply appropriate service packs, browser updates and antivirus and client security solutions in their MS Windows machines, and necessary upgrades, OS patches, browser updates etc. for other systems.
8. If a user department wishes to set up its own Internet access facility, then it should be done under support and monitoring of the ICT Support Unit and ensure that deploying such an access facility does not jeopardize the security of the campus network. The user department must completely adhere to the provisions of this ICT Policy for such facility.

#### **9.1.2. Use of Licensed Software**

1. Software programs are covered by copyrights and a license is required for their use.
2. Legal, free and compatible alternatives are available for a large number of applications / software and users must evaluate them, rather than straightway going for software having a cost.
3. Users / User departments must ensure that they have either an academic, commercial or public license (as in the case of 'free' software) for any software they install on the systems that they are responsible for.
4. Use and exchange of pirated / illegal software over the GLUK-Intranet is prohibited. It is the responsibility of the head of the user department to ensure compliance.

5. The downloading and use of software that is not characterized as public domain or 'free' is prohibited.
6. Use of Open Source Software is encouraged to avoid financial burden and legal complications arising out of license management. For example, use of King soft Office or Open Office must be preferred over MS-Office, Thunderbird E-Mail Client as against MS Outlook.
7. ICT Support Unit should arrange for the training of general-purpose Open Source Software for all the users

### **9.1.3. Use of Anti-Virus & Internet/Endpoint Security/ Protection Software**

1. The user department is responsible for installation and maintenance of proper Anti-virus or Internet/Endpoint Security/Protection Software or any other security software as prescribed by the ICT Support Unit.
2. In case of detection of any issues in the security, the compromised computer/equipment must be disconnected from the GLUK-Intranet failing which ICT Support Unit shall disable the respective network connection.
3. Strict action may be taken by the ICT Support Unit against users who deliberately prevent installation of such security software OR disable such software OR prevent them from running.

## **10.0. REFERENCES:**

This policy was informed by relevant national legislation and documents such as:

1. The Constitution of Kenya
2. The Commission for University Education Standards and Guidelines
3. Universities Act 2012 (revised 2016)