	SHIVA PHARMACHEM LIMITED,	ISMS
Shiva	12th Floor, Shiva, Sarabhai Compound, Dr. Vikram Sarabhai Marg, Vadiwadi, Vadodara-390023, Gujarat, INDIA	**Policy**

Information Technology Policy

Current version date 15/06/2023

Version: 1.0

Change History

Version	Status	Date	Author / Editor	Reviewed/Approved By	Details of Change
1.0	Draft Release	15/06/2023	Vijay Patel	Kannan Ramanathan	Draft Release Review

Table of Content

Signature:

Name: Kannan Ramanathan

Designation: Chief Operating Officer

Date: 15th June 2023

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1) Purpose:

The Information Technology (IT) Policy of the organization defines rules, regulations and guidelines for proper usage and maintenance of technological assets to ensure their ethical and acceptable use and assure safety and security of data, products, facilities as well as the people using them. It also provides guidelines for issues like purchase, compliance, IT support and grievance redressal of the employees pertaining to technological assets and services used for office work.

2) Scope:

The policy applies to all the employees of the organization & are expected to comply with the IT Policy rules and guidelines while purchasing, using, and maintaining any equipment or software purchased or provided by the organization.

3) General Guidelines:

- It is the responsibility of all employees to ensure safe and judicious use of the equipment & other assets allocated to and/or being used by them. If any allotted asset or equipment is lost or stolen by any employee, the cost of such equipment shall be adjusted from his/her salary.

- If the assigned device or equipment is malfunctioning or needs to be replaced or repaired, then approval from Reporting Manager is required for the same. The malfunctioning device needs to be submitted to the IT Dept. for checking, maintenance, or repair.

- Any repeated occurrence of improper or careless use, or on purpose breach of security or any act compromising the safety or health of the equipment and people using them will be subject to disciplinary action.

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4) IT Procurement

The Equipment usage policy informs employees and managers about equipment purchase, organizational and rules for allocating & transferring equipment to employees, departments or projects and best practices for all equipment usage and maintenance.

a) New asset/equipment requirement procedure

➢ Equipment such as Desktop, Laptop, Computer Peripherals, Networking Equipment & Supplies (Router, Switch, Antenna, Wiring, etc.), Cell phones & Bio metric shall be purchased by the organization and provided to individual employees, department, or projects for their official use.

➢ The following procedures need to be followed to purchase new asset/equipment for official purposes:

➢ Creation of Indent in SAP.

➢ Approval by IT Department in SAP.

➢ Approval by project manager

➢ Requirement sent to the purchase department

➢ Purchase department & IT department shall take decision jointly the specification, price, location, service, warranty etc.

➢ After creation of purchase order, approval of such PO required from the HOD.

➢ Provide PO to vendor and vendor shall deliver it to the location directly.

➢ Purchase team will be responsible for maintaining all data of purchases.

➢ Indent shall be cancelled in case it is found that indent is placed without permission of IT Department.

b) Asset/equipment Allocation, De-allocation

➢ New Employees may be allocated desktop or a laptop for office work on the day of Joining, as per work requirement.

➢ Users such as Junior Engineer, Executive, Engineer, Computer Operator, Sr Engineer can get desktop based on requirement after approval from HR Department and project manager.

➢ Users such as Sr. manager, Deputy manager, Project manager, General manager and above can get Laptop based on requirement after approval from HR Department and HOD.

➢ Employees can request their Reporting Manager(s) for additional equipment or supplies like external keyboard, mouse etc. Allocation of additional assets to an employee is at the sole discretion of the Reporting Manager.
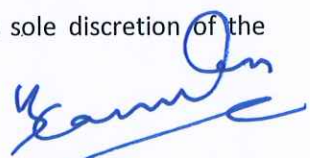
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➤ It is the Reporting Manager's / HOD's responsibility to collect all allocated organizational equipment & other assets from an employee who is leaving the organization. The received assets must be returned to the Admin. Dept.

5) Hardware Policy

➤ All PCs being used in the organization are enabled to connect to the organization's Local Area Network as well as the Internet.

➤ Equipment such as printer, screen, keyboard, mouse etc. requires approval from Project Manager, HR or HOD.

➤ Usage of any external storage device such as pen drive or hard disk is not available to any user unless approved by the IT dept./HOD.

Password Guideline:

➤ All user and system passwords, even temporary passwords set for new user accounts, should meet the following characteristics:
  - Be at least Six characters in length
  - Consist of a mix of Upper-Case &Lower-Case alphabets, and at least one numeric, and special characters
  - Not be dictionary words
  - Not be portions of associated account names (e.g., user ID, log-in name)
  - Not be character strings (e.g., ABC or 123)
  - Not be simple keyboard patterns
  - In addition, users are required to select a new password immediately after their initial login. Passwords must be changed at least every 45 days. Previously used passwords may not be re-used
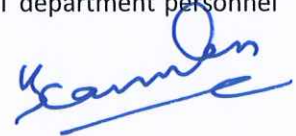
6) Software License Policy

➤ Third-party software required for day-to-day work will be preinstalled onto all company systems before handing them over to employees.

➤ In case user are in requirement of purchase of new software License, approval from Head of department shall be required.

➤ User is responsible for maintaining software license term and regulation as directed by Software Company. Activities like Installation, uninstallation of software shall be carried out by the IT department personnel only.

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➤ Every year License details will be provided to respective HOD for reference.

➤ Only IT Department is responsible for software license purchases/renewal.

➤ No other third-party software – free or licensed can be installed onto a computer system owned or provided to an employee by the organization, without prior approval of the IT Dept.

➤ To request installation of software onto a computing device, an employee needs to send a written request to IT department.

7) Internet usage Policy

➤ Employees can access domain which is permitted by IT Department & the access shall be given as per user's need.

➤ Limited user access is available for following:

- Email websites such as Gmail, Yahoo, Hotmail, rediffmail, etc.
- Banking websites such as HDFC, ICICI, SBI, BOI, BOB, etc.
- Ticket booking websites such as IRCTC, Erail, etc.

➤ Access is not allowed for following websites:

- Social media and Networking websites.
- Video search engine such as You tube, daily motion, etc.
- 18+ adult contents and website
- Violence, Criminal activity website
- Pirated software providing site
- Torrent website and software
- Music or MP3 websites

➤ Username and password allotted to an employee will be deleted upon resignation/termination/retirement from the organization.

8) Backup Policy

➤ All desktop and laptop data backup shall be routed through network storage device & server of company.

➤ If any employee is relieved, terminated or resigns, their data need to be submitted to the IT department before further process from HR department.

➤ Schedule the Server backup on every day at 9 :00PM

➤ The server room shall be accessed by IT personnel only & entry to any employee is strictly prohibited. Disciplinary action shall be initiated in case any person is found in server room without access authorization.

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9) E-mail Policy

➢ IT Department shall issue e-mail IDs after receiving instruction from HR team. IT Department will not consider any individual email from local HR team.

➢ Mail id must be used by authorized person. Users shall be responsible for any kind of misuse to their email ID including communication made from the ID.

➢ Large file size should not be sent by any user through company mail id. File size more than 20 Mb or more shall be considered as larger file size.

➢ Avoid opening any unauthorized link received over e-mail as it may cause a virus threat.

10) Antivirus Policy

➢ For all Antivirus requirements, approval is necessary from IT Department. All data of Antivirus keys and list of users will be kept by IT Department.

➢ After approval from HOD and IT Department, product will be purchased in console base license/ individual license. Installation will be done through remote access or by local engineer.

➢ Upon encountering a virus attack, users will immediately stop using the involved Desktop /laptop and/or any other computer system and report it to the IT Support Team.

➢ Users will not attempt to destroy or remove a virus, or any evidence of that virus, without directions from the IT department.

➢ Users will not open any files attached to an email from an unknown, suspicious, or untrustworthy source.

➢ Users will scan every removable storage media device (CD, USB drives, etc,.) before use.

➢ Users will delete chain and junk emails and not forward or reply to any of them. These types of emails are considered unsolicited spam intrusive mail that clogs up the network.

➢ If instructed to delete email messages believed to contain a virus, users will ensure that the message is deleted from Deleted Items/Trash folders as well.

➢ Users will exercise caution when downloading files from the Internet and ensure that the source is legitimate and reputable.

➢ Users will check whether the updated antivirus definition file is as current as a maximum of one week. In case it is older than one week user will raise a ticket with the IT Support Team.

➢ User will not stop the scheduled antivirus scanning or alter the setting of the antivirus client

11) Maintenance Policy

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- ➤ All site desktop and IT equipment, hardware maintenance shall be done by IT Department. Computer and CCTV maintenance will be schedule by IT Department as per requirement/due date.
- ➤ IT team shall be responsible for Local Purchases or repairing. High value purchases or repairing needs approval of the HOD.

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