



KING GEORGE'S MEDICAL UNIVERSITY

LUCKNOW-226003

Information Technology Cell

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Dated...31/10/22...

IT policy in King George's Medical University:

Purpose and Scope

Goal of the policy is to protect data, ensure proper use of IT resources, and support teaching, research, and patient care. The policy applies to students, faculty, staff, researchers, hospital personnel, employees and affiliates.

Infrastructure support/ Network and System Security:

- IT infrastructure in King George's Medical University is spread across spread over 240 access switches, approximately 5500 LAN ports and over 600 Wifi Access Points.
- IT cell is committed to provide smooth access of LAN/Wifi across the University. The Internet was initially provided by 1 gbps BSNL lease line and also a supporting 100mbps NKN-NIC line, which has been upgraded to 1gbps by NKN-PGCIL. Considering the growing need of internet usage, IT cell initiated procurement of an additional lease line of 2Gbps through GEM portal. This infrastructure supports the needs of network/connectivity-both as LAN and WiFi, in all buildings across the campus including faculty residence, hostels, administrative offices, patient areas, teaching facilities, library etc.
- The IT infrastructure also supports in terms of connectivity for approximately 100 VOIP-intercoms spread across the campus and 500 plus IP-CCTVs at indoor and outdoor points for a central security and surveillance service. There are also approximately 900 IVRS intercoms giving interconnectivity within Campus.
- There are approximately 77 ICT enabled classrooms across the campus supported by IT cell in terms of technology.
- The infrastructure is regularly upgraded. Annual demands are compiled and processed as per the allocated budget from the University administration. The technical committee of IT cell has external experts from Technical University that provide all technical advise for infrastructure maintenance and new procurement. All procurements of hardware are done with a mandatory Comprehensive maintenance contracts (atleast 3 years beyond warranty of 3/5 years as per the equipment)

Email and Communication Tools

- IT cell issues institutional email for official communication to all faculty and students
- With firewall in place IT cell has a policy to prohibited content including spam, phishing, and unknown websites

Complaint management:

- IT personnel support is provided round the clock for any technical assistance.
- A helpdesk has been created for logging any complaints related to hardware/software/network/technical assistance etc via phone calls on a dedicated mobile number.
- Whatsapp group have also been created to post complaints. Complaint logs are monitored by a in house


Registrar
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Dr. Richa Khanna
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IT Cell



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application and pending cases are kept to be minimal.

- Spontaneous support is provided for the complaint. Daily complain logs are always under surveillance for any lapse.

Patient Care : IT cell works efficiently and all its policies emphasize and inform to smoothen patient care.

- Online Registration Services (ors.gov.in) is a service via National Informatics Centre (NIC) that has been deployed at KGMU for online appointments. This service can also be used by patients to acquire their lab reports online through their mobile phones. Patients are not charged for these services. Alternatively, a centralised phone number 0522-2258880 carries 30 parallel phone lines and connects to outside campus as well. This has provided access to patients for digital OPD services and for scheduling OPD appointments if they cannot access online portal. e-Hospital has been deployed as the Hospital Information System (HIS) in the campus. It has been adopted from National Informatics Centre (NIC), New Delhi. E-hospital is a service under the purview of Ministry of Electronics and Information Technology (MeITy), Central Govt. of India. It is an initiative under 'Digital India' mission. It provides patient care services including registration, admission, discharge, death/birth certificate, billing, pathology and related services, like diet, laundry etc. The service is free of cost to KGMU and patients. Over 50 lakh patients have availed this service till now.
- 'Mera Asptaal' services (also a government initiative) is taking feedback from patients by sms and calls. Average patient satisfaction score is 57. The service is free of cost to KGMU and patients.

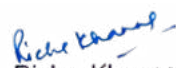
Students/faculty/Staff:

- Wifi Campus is providing opportunity to students/ researchers/ faculty to access required resources from anywhere in the campus either using LAN or WiFi connectivity. Most of the hostels are also Wifi equipped for supporting learning environment.
- All employees of KGMU have a unique identification Id that is linked to e-hospital. KGMU staff/employees/students can avail health services through this id within campus.
- Tele-Education has facilitated online classes and online practical training to students of various streams thus maintaining knowledge continuum during the lockdown period. The enhanced infrastructure has tremendously raised the level of education and clinical resources. A secure and interconnected campus provides ample ambience to flourish.

Manpower:

- IT cell is empowered with 100 plus data entry operators for day to day IT related activities in the campus
- IT cell also has a dedicated network team for managing the data centre and a dedicated office for administrative activities.
- All manpower are regularly trained on different software and network based interfaces as per their roles.


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