



**CHRIST**  
(DEEMED TO BE UNIVERSITY)  
BANGALORE · INDIA

## Contents

Policy .....	3
Introduction .....	3
ICT Infrastructure .....	3
Curriculum Development.....	4
Teaching / Learning.....	4
Google workspace for Education .....	4
Synchronous Teaching-Learning Tools.....	5
Asynchronous Teaching-Learning Tools .....	5
Moodle.....	5
Google Classroom .....	5
Office 365 Education - Cloud based productivity tools .....	5
Databank for Students .....	5
Admission Process .....	5
Attendance.....	6
Examination .....	6
Question Bank – Generation and Repository .....	7
Research Life Cycle Management.....	7
Institutional Repository .....	7
Library Management.....	8
Staff Life Cycle Management .....	8
Financial Accounting.....	9
Website and Social Media Content Management.....	9
Student Accommodation in the campus .....	9
Other E-Services for Students.....	10
Placement Assistance .....	10
Online Certificate requests and Payment Portal .....	10
Centre for Concept Design (CCD).....	10
E-Waste Management .....	10
Data and Information Security.....	11
Alumni Management .....	11

Support Services .....	11
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## Policy

CHRIST (Deemed to be University) in pursuit of its Vision of ‘Excellence and Service’ is committed to provide absolute transparency in the governance of its operations. With this end in view the University shall embrace e-governance for the seamless access of data across all its functional areas for better decision making at various levels of the organization. The E-Governance at CHRIST inter-alia shall have the following significant objectives:

1. Effective Resource Management,
2. Achieving efficiency in the organisational functioning across all Departments and Centers,
3. Synchronisation of activities at different Campuses,
4. Promoting transparency and accountability in various services offered by the University,
5. Maximise paperless institutional administration,
6. Facilitating prompt and speedy electronic communication,
7. Providing for easy access to information,
8. Preserving and maintaining Data on a secure environment and
9. Enhancing the global visibility of the Institution.

## Introduction

CHRIST (Deemed to be University) is effectively using Information and Computing Technology (ICT) to provide faster and easier system of governance to its stakeholders. The introduction of E-Governance helps in imparting better teaching-learning experience, improving transparency, providing faster information and facilitating quick decision making. It empowers the institution with automation and management of data and processes in centralized manner. It also makes the required information available to public and regulatory bodies. E-Governance intends to incorporate latest technology to ensure maximum effectiveness, user experience, performance and ease of use.

## ICT Infrastructure

ICT Infrastructure at CHRIST (Deemed to be University) is well designed to handle ever increasing number of users. The extensive use of ICT services like ERP, Learning Management Systems, Digital Learning Tools make the periodic upgrade of infrastructure mandatory. High-end servers and internet bandwidth are in place for uninterrupted usage of available services. A support management system is in place to assist the stakeholders to raise their complaints and this system also helps support team to track, resolve and monitor issues. An in-house team of software engineers constantly upgrade, support and develop the Enterprise Resource Planning (ERP) software of the institution. Summary of major services is given below:

- **ERP Software** is developed and managed by in-house team to support various University operations such admission process, curriculum development, teaching-learning, evaluation, convocation, recruitment, appraisal, support system, etc.

- **High Speed Internet Service** is available throughout the campus and the providers are constantly monitored for high availability of services.
- **Wi-Fi facility** – Staff and students can avail free Wi-Fi in the campus. This is done by one-time registration of their devices. Wi-Fi access for guests in the campuses will be provided on requests.
- **Teaching / Learning** – Class rooms are equipped audio/video facility, Wi-Fi and Projectors across the campus to provide optimal teaching-learning experience.
- **On-premises Servers** host various E-governance services. Load balancing technology is in place to manage and optimize concurrent user access to the servers.
- **Information and Data Security / Firewall** devices are installed in the campus to enforce data security. User access tracking, usage policy settings, unauthorized usage etc are managed through these tools. Antivirus is installed on all desktop systems across the campus to avoid virus attacks. Information Security Policy is defined and approved.
- **Desktop systems** with adequate configurations are provided to faculty members and administrative staff members.
- **Computer Labs** – Specific computer labs are created and maintained with audio/ video facility for browsing, placement tests, common examinations, events etc.
- **Email Services** – Official e-mail IDs will be provided to staff and students. Class-wise group e-mail ID is also created for faster communications.
- **Social Media** – Important events such as conferences, achievements, departmental festivals, etc are updated regularly in university website and other common social media platforms.
- **SMS Communications** – Group SMS facility is available for effective and fast communication with university stake holders.
- **E-Waste Management** - E-waste management policy is in place and it is effectively implemented.

## Curriculum Development

Curriculum Development activities are supported by ERP system through following features.

- Syllabus Preparation and Review
- Course Plan
- Continuous Internal Assessments
- Student Progression

## Teaching / Learning

Classrooms are equipped with Audio/Video facility, Wi-Fi and LCD projectors for effective teaching and learning. Laboratories and meeting rooms used for academic purpose are equipped with adequate IT infrastructure requirements. Video conferencing is provided in conference rooms to enable collaboration with external parties.

### Google workspace for Education

Google tools (apps) for education (**Gmail, Chrome, Drive, Docs, Slides, and Sheets**) for creation and collaboration within the Google classroom is subscribed and well used by the University. These apps have significantly improved the efficiency and effectiveness of day-to-day learning

## Synchronous Teaching-Learning Tools

University has subscribed the following tools for enhancing and supporting synchronous teaching-learning.

- Google Meet - Runs on browser. Mobile app available
- Cisco WebEx - Runs on browser and using desktop app. Mobile app available
- Microsoft Teams - Runs on browser and using desktop app. Mobile app available

## Asynchronous Teaching-Learning Tools

Asynchronous Learning Managements Systems are made available for teachers and students which will help in learning the topics at their pace. Learning Management systems implemented in the campuses are:

### Moodle

Online digital learning platform is in place for faculty and students to facilitate asynchronous learning. This is hosted and managed on-premises by the office of IT Services. Major features are:

- Learning and reading at one's own pace
- Online assignment submission/ Discussion Forums / Attempt Online test
- Online Audio/Video Sessions
- Course Materials – E-book, PPT, PDF, Documents, spreadsheets
- Online Exam – CIA / Holistic Education Exam/ Indian Constitution/ Environmental Education/ Placement

### Google Classroom

Google classroom is another Learning Management System that is used extensively in the University. Major features

- Assignment and Internal Assessments
- Learning Materials
- Similarity report

### Office 365 Education - Cloud based productivity tools

Office 365 Education subscription provides teachers and students cloud-based productivity tools which is helpful for efficient communication and collaboration. Shared workspaces can be used to access materials, books, videos, assignments etc. This also makes familiar applications such as Word, PowerPoint and Excel easily accessible.

### Databank for Students

Databank provides the students with question papers of previously conducted examinations. This tool has an option to search questions based on programme, course and semester.

## Admission Process

The whole process of application to admission is automated through ERP system. Following are the important features of admission module.

- Application Submission
- Admit Card generation
- Interview process and scores
- Result calculation and declaration
- Application status check
- Fee Payment using payment gateway services
- Document Verification and admission confirmation
- Cancellation process and fee refund
- Chatbot Facility for automated admission query handling

## Attendance

Faculty members are given the option to enter the attendance online either through a web-based interface or a mobile app. It is mapped with class time table so that required details are automatically popped up in time-bound manner. Attendance details are made available to students and their parents.

- Time table
- Attendance entry with App/Web
- Event participation attendance integration
- Library Attendance integration
- Attendance Monitoring
- Attendance for substitute classes
- Attendance reports for Planned Vs Actual

## Examination

All the critical processes associated with student evaluation is automated through in-house ERP. Details of various processes automated for the stakeholders is listed below.

- Exam preparation
  - Examination time table
  - Room allotment
  - Invigilators and Relievers duty allotment
  - Hall ticket
- Exam Valuation
  - Secured valuation
  - Valuation status dashboards to management
  - Valuation Verification
  - Valuation allocation and tracking
- Result
  - Result Processing
  - Result analysis
  - Result Publication
  - Semester marks card download online
  - Revaluation application

- Supplementary application and further process
- Convocation
  - Convocation registration
  - Convocation list preparation
  - Certificate and consolidated marks card preparations

## Question Bank – Generation and Repository

The entire process of question paper generation is automated through question bank software. Faculty members can enter questions for their courses as per rules related to taxonomy, complexity etc. The questions are maintained yearly which makes it mandatory to review and update the questions every year. Designated personnel at Office of Examination can print the question papers securely. This application also has rules to control the repeat of questions across question papers. Question Bank module has following features

- Syllabus
- Pattern settings
- Question preparation
- Review of questions
- Question paper Generation
- Secured question paper Printing

## Research Life Cycle Management

Activities related to Centre for Research (Guides and Scholars) are tracked. Facilities available are listed below

- Guides Empanelment (Discipline wise)
- Different progress report submission schedules
- Alerts and Notifications for scholars and guides on progress report submission
- Online submission of progress reports and other document
- Online Review by Guides
- Tracking mechanism for research coordinators in each discipline

## Institutional Repository

Institution maintains an online repository of following research outcomes.

- Student Handbook
- Faculty Publications
- Monographs
- Articles
- Thesis

## Library Management

The library services are fully automated through KOHA, an Integrated Library Management System. The following activities are performed using KOHA:

- Data Entry of items purchased (Accession Register)
- Circulation of Books
- Serials Maintenance
- Stock Verification Report
- Online Public Access Catalogue (OPAC)
- User account for all students and faculty members
- SMS and E-mail facility for all library transactions

Online access to library resources is facilitated through KNIMBUS. The following activities are performed using KNIMBUS:

- Remote Access to subscribed electronic resources
- Federated Search – Search across all subscribed resources and get the results in a single platform
- Subject-wise and Content-wise search across all resources
- Mobile application to use the online resources for both iOS and android

**Edzter - Digital Library-** Edzter is a digital reading destination for the University that offers 5,000+ leading magazines, newspapers and journals from around the globe and across 40+ categories to students and faculty.

**Library Wi-Fi zone** - Exclusive Wi-Fi zone for students is available in the library which enable students to access internet facility with unrestricted access. YouTube and academic related video platforms are available to all students in the library Wi-Fi zone.

**Desktop systems** with adequate configurations and network bandwidth facilities are available in the library for staff and students. Unrestricted access privileges are provided on these systems.

**Access to library** is registered and monitored by the implementation of biometric machines at the entrance and exit gates. Attendance of students in the library can be tracked through this.

## Staff Life Cycle Management

The complete life cycle of staff right from recruitment to exit is automated through in-house ERP system. Extract of modules available in staff module is as given below.

- Online Job application
- Interview score card
- Application status notifications
- Staff on-boarding
- Faculty/Staff Profile
- Biometric Attendance integration



- Online Leave submission and approval
- Attendance Registers
- Faculty Evaluation by Student
- Peer Evaluation
- Appraisal
- Relieving

## Financial Accounting

Effective and efficient e-governance by the office of accounts attained by the implementation of SAP software. SAP captures all the financial transactions across all the campuses. Major transactions include:

**FINANCE** – General Ledgers, Accounts receivable, Accounts payable, Fixed Assets, Cost Centers, Profit Centers, Funds management, Project Systems, Taxes etc.

**PURCHASE** – Purchasing, Inventory management, Physical Inventory

**PAYROLL** – Employee Master, Payroll processes

**The SAP software and the University ERP system** is integrated for transparent, reliable and efficient day to day transactions by stake holders.

**Payments gateways** are integrated for various online financial transactions for various activities Fee payment related modules for students is below:

- Fees payment using payment gateway/smart card
- Fees- Installment payment
- Fee-Concession
- Scholarship

**Online Payment portal** - For events and fests, online registration and payment gateways are made available for Alumni, students, staff and guests to make the registrations and financial transactions easy and transparent

## Website and Social Media Content Management

CHRIST (Deemed to be University) website is designed aesthetic appeal and the interface. Website's content is monitored by dedicated members of the team who coordinate with various departments to update contents in time. Important details are shared via Social Media applications like Facebook, YouTube, Twitter, Blogger etc. Photos of all the events are updated in Flickr, a storage website.

## Student Accommodation in the campus

Activities related to hostel accommodation is automated and the ERP has following modules to automate, manage and monitor various activities while students join and stay at hostel.

- Online application for Hostel Accommodation

- Hostel admission process
- Hostel Room allotment and Status
- Attendance Tracking
- Online Leave Application Facility
- Online Leave Approval

## Other E-Services for Students

### Placement Assistance

- Student Registration
- Announce Company visit
- List for Companies based on their criteria
- Selected students list and provision to keep track of the placed student details

### Online Certificate requests and Payment Portal

Students and Alumni can make certificate requests online for various requirements. Payment option for the services are made available online to support the students and alumni efficiently.

## Centre for Concept Design (CCD)

Centre for Concept Design is the media house of the university. Centre assist in the creation of brochures, posters and certificates for various events. They also facilitate content creation, broadcast production, studio event recording, classroom A/V support, digital archiving and academic training.

Major activities are listed below.

- In-house studio - Production unit with state-of-the art facilities
- Standardizes documents based on the branding policy of the Institution
- Approves and suggests modifications in content, design and execution of brand policies of the University
- Supports the faculty to write content and video record digital modules for pedagogical purposes

## E-Waste Management

University is environmentally responsible and is for the eco-friendly use of computing resources. We use and dispose computing devices in a way that reduces their environmental impact. University discards the used or unwanted electronic equipment in a responsible manner. University has contract with third party vendor to dispose all the obsolete equipment from the campus premises.

## Data and Information Security

**Firewall** - University has implemented high end firewall equipment to prevent unauthorised access to or from the campus. Internet usage policy is defined and is accordingly implemented, monitored and tracked. User wise access privileges are defined based on the policies.

**Manage Engine - Desktop Central** – This application (Tool) is used to manage desktop systems and Servers in the campus. Features Include

- Vulnerability Management of System software and Application software
- Inventory management – Hardware and Software installed in the systems
- Remote access feature to troubleshoot workstations/Servers online
- Software deployment Module – automate Individual / Bulk software installations
- Reporting – Report tool is available to analyse and track user activities / patch management etc
- Dashboard – Facility for effective monitoring and management by the IT Team

**Active Directory Domain Service** – Active Directory is implemented in all the campuses for centralized resources and security administration. It helps IT team to streamline the security management of all network resources and extend interoperability with a wide range of applications and devices.

**Antivirus** – Antivirus software are installed on all desktop systems and Servers to provide real-time protection against virus attacks.

## Alumni Management

To strengthen alumni interaction and activities a dedicated alumni portal is maintained which has major features listed below.

- Alumni Registration
- Updating Alumni on University news
- Alumni News and achievements
- Placement and internship opportunities
- Alumni needs and enquiries
- Channelizing fund raising for university requirements

## Support Services

The Team offers Hardware/ Software/ Network support to all users in CHRIST (Deemed to be University). It has various processes to meet the requirement of quality system support and maintenance. Support Request handling tool has been implemented to automate the infrastructure support requests from staff and students. This is to track and make sure that all requests are handled in time by the IT Infrastructure Support staff. Escalation matrix is implemented up to the top level of the management to enhance the efficiency of the support system.