





## IT POLICY – for Employees (Ver 2.0)

(w.e.f 1<sup>st</sup> April,2021)

	Prepared & Reviewed by	Approved By
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Designation	AVP - HR	MD & CEO
Signature		
Date	26.03.2021	

Purpose: The aim of this policy is to provide a comprehensive guideline on our Information Technology system and create safe and secure cyber space to protect our data privacy and confidentiality and as well as Employees' cyber safety.

### **About the Information Technology Policy**

HSCL provides and maintains technological products, services and facilities like Personal Computers (PCs/Laptop), peripheral equipment, servers, telephones, Internet and application software to its Employees for official use. The Information Technology (IT) Policy of the organization defines rules, Regulations and guidelines for proper usage and maintenance of these technological assets to ensure their ethical and acceptable use and assure health, 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 only.

### **1. Compliance**

- A. Employees are advised to comply as per IT Policy guideline for using Systems, Infrastructure, Software, Internet, and Data, provided by the organization for official use.
- B. Employees are not allowed to download any unlicensed product, software in their systems.
- C. Any improper use should be stopped or intimated to IT department on immediate basis.
- D. Inappropriate use of equipment and software by an employee will be subject to disciplinary action as deemed fit by the HR Department.

### **2. Employee Training**

- A. Basic IT training and guidance are provided to all new employees about using and maintaining their Computer/Laptop, peripheral devices and equipment in the organization, accessing the organization network and using application software.

### **3. IT Support**

- A. HSCL uses an online Ticket System to provide IT Support to its employees.
- B. May need hardware/software installations or may face technological issues which cannot be resolved on their own. Employees are expected to get help from the IT
- C. Employees /Individuals/Departments to contact IT through Ticketing System or the IT Support Email ID only.
- D. Any IT Support work informed or assigned via emails sent on employee email IDs, chats or any other media except the Ticket System or the IT Support Email ID would be not entertained.
- E. For major issues like PC replacement, non-working equipment, installation of application software and more, it is mandatory for all employees to inform the IT Dept. For any damage to Personal Computers, approval from HR Department would be required for PC replacements post incident investigation by the local IT team.
- F. After raising a ticket in the Ticket System, employees should expect a reply from the IT Dept. within 1 working day. The IT Dept. may ask the employee to deposit the problematic equipment to the IT Dept. for checking and will inform the timeline for repair/maintenance/troubleshooting/installations or the required work. If there is no response in 1 working day, then the IT Dept. Designated Staff should be asked for an explanation for the delay. If no response is obtained in 3 working days, a complaint can be raised through an email to the HR and IT Dept.
- G. Tickets will be resolved on a First-Come-First-Served basis. However, the priority can be changed on request at the sole discretion of the designated team in IT Dept.

#### **4. Equipment Usage Policy**

##### Equipment Purchase

The following equipment is purchased by the organization and provided to individual.