

CMR University - E-Governance Policy

A. Preamble:

E-Governance is the use of Information and Communication Technology (ICT) in administrative functions for increasing efficiency, effectiveness, convenience, and cost-effectiveness. As the concept of e-governance has evolved along with ICT, the University too has increased e-governance, covering more and more administrative functions.

B. The objectives of e governance are -

- To increase and encourage people's participation in the governance process.
- To improve the University's information and communication technology and electronic media
- To establish transparency and accountability in the governance process.
- To reduce cost on spending academic and administration activities

C. The E-Governance Policy of the University covers the following aspects-

1. Scope of E-governance in CMR University
2. Infrastructure – ICT hardware, software, and other provisions
3. Technical team, Human resource, and training
4. Technology guidelines and Operating procedures
5. E-Governance Authority of the University

1. Scope of E-Governance in CMR University

CMR University aims to implement e-governance in the administrative functions that belong to the following categories-

a) Academic programs management

- Defining programs, curriculum
- Admission of students
- Conduct of teaching-learning as per guidelines
- Students' progress and program completion
- Statutory Committees (BOG, BOM, FC, AC, BOS, etc)

b) Research

- Research Projects Information
- Research facilities and funds
- Computer Centre and other central facilities
- IPR
- Seminars, Conferences, Workshops, etc

c) Student welfare

- Hostels- infrastructure and maintenance
- Sports, cultural and recreational facilities, and activities
- Students' Discipline
- Mentoring and guardian contact
- Training and Placement
- Feedback collection, processing, and follow-up
- Alumni networking

d) Medicine and Health

- University Health Centre
- Referral provision
- Health insurance and medical expense reimbursement

e) Estate and Engineering

- Office buildings, guest house, auditorium, canteens, sports complexes and other facilities on the campus
- Electricity (including renewable energy harnessing) and water supply and drainage
- Core communication set-up- email and phone based.
- Horticulture and plantations
- Waste Management
- Security

f) Human resource management

- Recruitment
- Payroll
- Performance appraisal and Career advancement
- Leave and perks
- Professional Development Trainings and FDPs

g) Stores and purchases

- Requirement identification and raising
- Procurement
- Tracking of assets

h) Finance and accounts

- Budget
- Fund sanctioning, billing, receipts, disbursal, and accounting
- Provident fund and other facilities

i) General Administration (covers various departments of the University)

- Documentation- minutes, resolutions, approvals
- File tracking
- Website, transparency, and RTI
- Reports required to be submitted to the statutory bodies
- Handling legal requirements

j) Internal Quality Assurance

- Audits, Recommendations, Action taken
- Agenda, minutes, resolutions of committee meetings and action taken details

k) Grievance redressal

- Committee
- Grievances receipt portal
- Agenda, minutes, resolutions of meeting and action taken details

l) Statutory Committees

- Composition and contact details of members
- Agenda, minutes, resolutions of meetings and action taken details

2. Infrastructure – ICT hardware, software, and other provisions

E-Governance requires computers, storage, networking and peripheral devices, as well as software developed for the purpose. These evolve over time and must be upgraded in the University periodically. CMR University has in place the following for the purpose of achieving e-governance-

- a) Computing servers and storage servers- these are housed in the central computer center, unless required to be housed separately for specific conditions.

- b) Networking equipment for intranet and internet. For seamless access and mobility, wi-fi networking is provided in all official and residential locations.
- c) User terminals with necessary software for each individual official who performs any input-output function in the information processing path.
- d) The University strives to achieve integration of all administrative functions under a unified e-governance platform. However, till total integration is achieved, the existing computerised systems for different functions is maintained and enhanced to meet the requirements and interoperability.

3. Technical team, Human resource, and training

The installation and major maintenance of the ICT infrastructure required for e-governance is done by vendors duly selected. For operating the infrastructure, a team of technical personnel is there in the University. The composition and strength of the team is decided by competent officers.

Existing software modules for e-governance are out-sourced. The Software Advisory Committee of the University takes the decisions regarding in-house development, external procurement, and migration to an integrated e-governance system. The external vendors of software provides necessary maintenance and enhancement, as appropriate.

As e-governance is based on computerization of the functions of different users and authorities, different categories of users must interact differently with the e-governance system. For instance, the nature of interactions by higher officers of management and that of office assistants are different. The University organizes trainings for different categories of users for using the e-governance system.

4. Technology guidelines and Operating procedures

Efforts is made to have an integrated e-governance system covering all the administrative functions of the University. Till that is achieved, or wherever that is not feasible, efforts are made to make the independent modules inter-operable. The main aspects of inter-operability is -

- a) Consistency of data across modules
- b) Minimum duplicity of data across modules

- c) Minimum manual data entry during processing of information from multiple modules

A team comprising in-house experts and members of the user-departments finalises the operating procedures for the e-governance systems in consultation with the in-house software development team or the external vendors supplying the software, as applicable. These procedures cover details of initial configuration, administrative user inputs, end-user inputs, output, and routine maintenance steps. Information privacy and role-based access control is in place. Data entry and update is trackable.

The e-governance system is able to provide information to support planning of activities, using modern technologies such as data science.

The e-governance system provides security against cyber-attacks and technical failures.

The e-governance system in CMR University conformed to the prevailing guidelines from the Government of India on these matters.

5. E-Governance Authority of the University

A high-powered Committee headed by the Vice-Chancellor takes decisions regarding phase-wise adoption of e-governance in different functions, technology selection, and fund allocation. The Software Advisory Committee provides technical advice to this higher Committee.

User groups may submit new requirements of e-governance to the Software Advisory Committee.

The Software Advisory Committee identifies training needs for the different categories of users from time to time, and initiate the process of trainings with the help of the Software Team and external agencies.

D. E-governance at CMR University

1. General Administration

The various ways of introducing technology in education institution administration are the following

- a) Admissions through web-enabled services.
- b) All day-to-day activities of the University.
- c) Staff administration.
- d) Single Window System for students.

2. HR Management Software (GreytHR Platform)

HRMS platform is of utmost importance for competitive organizations. It plays a crucial role in automating HR processes, thus ensuring smoother work flow. It allows the HR to access workplace and performance insights.

The key features of the GreytHR HR platform which are used at CMR UNIVERSITY are as follows:

- a) **Time and Attendance Management:** This feature helps businesses understand the workforce availability real-time. The total time spent by an employee on a given task/project can be effortlessly calculated with T&A module. This also assists in recording absenteeism, and accurate payroll processing.
- b) **Payroll:** Process payroll faster while maintaining high accuracy. Process complex payrolls by synchronizing employee data with payroll details. Hence ensuring error-free timely payments and statutory compliance.
- c) **Recruitment:** The software for HR Management simplifies the traditionally lengthy recruitment process. The modern HR needs a faster and futuristic recruitment process on a low cost. Hence, opt for features like manpower planning, multi-channel sourcing, interview scheduling etc.
- d) **Self-Service Portal:** The self-service portal lets employees edit/update their personal information. This facilitates quick updates and ensures information accuracy. Employees can view and download their payslips, employee handbook etc. Important documents can be uploaded/accessed by the HR Manager and the employee. Therefore, employees no longer have to wait for HR to make changes to their personal data.

- e) **Claims & Re-Imbursements:** Streamline mobile, travel and expense claims with this feature. Since the HR software can configure claims as per the company policy and the employee levels. Furthermore, this way, the company can validate employee efforts and claims.
- f) **Leave Management:** It is one of most essential features of a good HR Management Software. Gone are the days when you had to go through email leave requests to keep track of employee leaves. It is especially relevant for the HR Manager, who now gets a real-time view of the employees at work. It enables easy resource allocation of tasks/projects. In addition, he/she can easily customize holiday calendars for different countries, leave policies, regularizations, etc. Moreover, an employee can log in to the software at any time to view their leave status, historical data and apply leaves.
- g) **Employee Creation and Database Management:** Use the manual and automated pre-hire data capture functionality. Complete the employee creation process in less than 10 minutes. The recruiter has to as enter in quick fields to welcome the new employee onboard smoothly.

3. Engagement with students and Alumni:

With the help of ICT tools students are able to

- a) Access digital information efficiently and effectively
- b) Engage in self-directed learning
- c) Produce a creative learning environment
- d) Promote collaborative learning in a distance-learning environment

4. Learning tools and examination tools

i) Paperless Examinations

Paperless Examinations Advantage (PEXA) is a secure ecosystem consisting of customized software and purpose- built hardware. This ecosystem includes a specially developed secure software system and services in the cloud, making it an end-to-end solution for students, faculty and administrators. Biometrics restricts access and prevents impersonation.

The PEXA Ecosystem solves a number of challenges currently faced by examination authorities.

- a) The entire process of conducting an exam, right from authoring questions, delivering the exams, evaluating the responses and declaring results can be accomplished digitally, thereby eliminating the necessity of paper in the entire process.
- b) Time – the exam process can be reduced by up to 75%
- c) Logistics for question papers and answer scripts, specially where exams are over a number of centres spread out over a large area.
- d) Evaluation – Fast turnaround and ease of evaluation from anywhere and transparency in assessment.
- e) Question paper leakage.
- f) Cheating at exam centres.
- g) Candidate impersonation.
- h) Disputes over evaluation and reassessment.

ii) Juno Campus Online Learning Management Platform (LMS)

Moodle is a free, online Learning Management system enabling educators to create their own private website filled with dynamic courses that extend learning, anytime, anywhere. Whether you're a teacher, student or administrator, Moodle can meet your needs.

Moodle's extremely customizable core comes with many standard features such as

- a) Flexible learning
- b) Mobile Learning
- c) Accessible for all
- d) Privacy and security
- e) Easy Integration
- f) Complete Ownership
- g) Customize the functionality

Advantages for Administrators, Teachers and Students

- a) **Direct learning paths:** Design and manage courses to meet various requirements. Classes can be instructor-led, self-paced, blended or entirely online.
- b) **Encourage collaboration:** Built-in collaborative publishing features foster engagement and encourage content-driven collaboration.
- c) **Group management:** Group learners to share courses, differentiate activities and facilitate team work.
- d) **Marking workflow:** Conveniently assign different markers to assignments, manage grademoderation and control when marks are released to individual learners.
- e) **Peer and self-assessment:** Built-in activities such as workshops and surveys encourages learners to view, grade and assess their own and other course members' work as a group.
- f) **Outcomes and rubrics:** Select from advanced grading methods to tailor the gradebook to your course and examination criteria.
- g) **Competency based marking:** Set up competencies with personal learning plans across courses and activities.
- h) **Security and privacy:** Teach and share in a private space only you and your class can access.

ii) CODETANTRA and Bizotic for Placement Training

CodeTantra platform is an interactive, intelligent platform to learn programming, and Bizotic is used for Reasoning & Aptitude training. Following are the features associated with these platforms:

- a) Organizations & user management with role based access control with secure multi-factor authentication
- b) Curriculum management, controllable at individual as well as organization hierarchy level
- c) Rich online course authoring & design with support for rich media, animations, etc.


- d) Auto-evaluated question types include computer programming in multiple languages, variants of multiple choice, fill in the blanks, numerical type, match columns, spoken English, reading comprehension, listening comprehension, etc.
- e) Manually evaluated question types include subjective essay, viva voce, document upload, etc.
- f) Timed assignments and self-paced exercises
- g) Testing and assessment platform
- h) Secure digital vault for question banks
- i) Live online classes with full timetable integration

iv) Library management system:

CMR University's Library manages knowledge, both in print and digital formats, ensures seamless discovery and access to these scholarly resources, and provides faculty, students, and staff with professional support to find, evaluate, manage, and use such resources. It provides high-quality ambiance for both reflective and collaborative work and study.

At CMR UNIVERSITY we use Koha. Koha is the world's best open-source library automation software. Koha has most of the features that is expected in an ILS, including:

- a) Union catalog facility
- b) Customizable search
- c) Online circulation
- d) Bar code printing


REGISTRAR
CMR University
2, 3rd 'C' Cross, 6th 'A' Main Road
2nd Block, HRBR Layout
Bangalore - 560 043.