

TEAM ELOGISOL PRIVATE LIMITED

IT Policy and Procedure

Policy Manual Version:1.0

About

TEAM ELOGISOL is a professionally managed IT product and IT enabled services Provider Company focused on the logistics domain. Our goal is to provide comprehensive and economical software solutions to our valuable customers to run the process smoothly. The strength of TEAM ELOGISOL PRIVATE LIMITED emerges from its domain competence in Logistics Software design, development and implementation of IT systems. In addition, a deep understanding of cargo movements, logistics service planning, issues in EXIM and Domestic container & cargo transport. Our aim is to become a premier software solution provider in the logistics & supply chain domain.

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1. About the Information Technology Policy

The organization provides and maintains technological products, services and facilities like Personal Computers (PCs), Laptops, 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.

1.1 Purchase-

- The Accounts/Procurement Dept. procedures & guidelines need to be followed to purchase new technological equipment, services or software for official purposes.
- All approved equipment, services or software will be purchased through the Accounts/Procurement Dept., unless informed/permitted otherwise.
- IT Dept. will assist the Accounts/Procurement Dept. while evaluating best and most cost-effective hardware or software to be purchased for a particular dept./project/purpose based on the requirement. The IT Dept. will also make sure all hardware/software standards defined in the IT Policy are enforced during such purchases.
- Complete details related to purchase of technological equipment, services or software can be found in the Accounts Dept.

1.2 Compliance-

- All employees 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.
- Any employee who notices misuse or improper use of equipment or software within the organization must inform his/her Reporting Manager(s) immediately.
- Inappropriate use of equipment and software by an employee will be subject to disciplinary action as deemed fit by the Management Committee of the organization.

1.3 Employee Training-

- For any new employee a comprehensive training will be provided. The training includes how to install the necessary computer software, database installation, how to connect the database with application.
- Training to access the UAT environment
- Training to access the production environment with limited access.

- Basic IT training and guidance is provided to all new employees about using & maintaining their Personal Computer (PC), peripheral devices and equipment in the organization, accessing the organization network and using application software.
- Employees can request and/or the Management Committee can decide to conduct an IT training on a regular or requirement basis.

1.4 IT Support-

- TEAM ELOGISOL uses an online Ticket System to provide IT Support to its employees and clients.
- Employees 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 Dept. for such issues via the Ticket System or the IT Support Email ID only.
- 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.
- For the sake of quick understanding, employees are expected to provide details of their issue or help required in the Ticket raised or Support Email sent.
- 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 Reporting Manager would be required for PC replacements.
- 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 employee's Reporting Manager and IT Dept. Designated Staff.



- 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.

2. Equipment Usage Policy

2.1 Objective-

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

2.2 Equipment Purchase-

- The following equipment is purchased by the organization and provided to individual employees, departments or projects for their official use. The list can be modified as and when required.
 - Personal Computing Devices (Desktop, Laptop)
 - Computer Peripherals (Printer, Scanner, Photocopier, Keyboard, Mouse, Web Camera, Speaker, Modem etc.)
 - Networking Equipment & Supplies (Router, Switch, Wiring, etc.)
- The Accounts/Procurement Dept. procedures & guidelines need to be followed to purchase new equipment for official purposes. All approved equipment will be purchased through the Procurement Dept., unless informed/permitted otherwise.
- The Accounts/Procurement Dept. will maintain a small inventory of standard PCs, software and equipment required frequently to minimize delay in fulfilling critical orders.

2.3 Inventory Management-

- The Procurement Dept. is responsible for maintaining an accurate inventory of all technological assets, software and tangible equipment purchased by the organization.
- The following information is to be maintained for above mentioned assets in an Inventory Sheet:
 - Item
 - Brand/ Company Name
 - Serial Number
 - Basic Configuration (e.g. HP/Dell/Lenovo Laptop, 256 GB HD/SSD, 8 GB RAM etc.)
 - Physical Location
 - Date of Purchase
 - Purchase Cost

- Current Person In-Charge
 - Proper information about all technological assets provided to a specific department, project or centre must be regularly maintained in their respective Inventory Sheets by an assigned coordinator from that dept., project or centre on a regular basis. The information thus maintained must be shared with the Procurement Dept. as and when requested.
 - When an Inventory Sheet is updated or modified, the previous version of the document should be retained. The date of modification should be mentioned in the sheet.
 - All technological assets of the organization must be physically tagged with codes for easy identification.
- Periodic inventory audits will be carried out by the IT Dept. to validate the inventory and make sure all assets are up-to-date and in proper working condition as required for maximum efficiency and productivity.

2.4 Equipment Allocation, De-allocation & Relocation-

- Allocation of Assets:
 - New Employees may be allocated a personal computer (desktop or laptop) for office work on the Day of Joining, as per work requirement.
 - If required, 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(s). d. No employee is allowed to carry official electronic devices out of office without permission from Reporting Manager.
- De-allocation of Assets:
 - It is the Reporting Manager's responsibility to collect all allocated organizational equipment & other assets from an employee who is leaving the organization.
 - Updating the Inventory Sheet is mandatory after receiving back all allocated equipment.
 - The received assets must be returned back to the Admin. Dept.

2.5 Equipment Usage, Maintenance and Security-

- It is the responsibility of all employees to ensure careful, safe and judicious use of the equipment & other assets allocated to and/or being used by them.
- Proper guidelines or safety information must be obtained from designated staff in the IT Dept. before operating any equipment for the first time.
- Any observed malfunction, error, fault or problem while operating any equipment. owned by the organization or assigned to you must be immediately informed to the designated staff in IT Dept.



- Any repeated occurrences of improper or careless use, wastage of supplies or any such offense compromising the safety or health of the equipment and people using them will be subject to disciplinary action.
- If your assigned computing device is malfunctioning or underperforming and needs to be replaced or repaired, then written approval from your Reporting Manager is required for the same. The malfunctioning device needs to be submitted to the IT Dept. for checking, maintenance or repair. The IT Dept. staff person will give a time estimate for repair/maintenance.
- The Reporting Manager can be informed about excessive delay or dissatisfaction about the repair or maintenance performed by the IT Dept. The issue will then be resolved by the Reporting Manager in consultation with the IT Dept. Head. The Management Committee can be consulted in terms of serious disputes or unresolved issues.

3. Personal Computer (PC/Laptop) Standards

3.1 Objective-

The main aim of this policy is to maintain standard configurations of PC hardware and software purchased by the organization and provided to employees for official work. The hardware standards will help maintain optimum work productivity, computer health & security and provide timely and effective support in troubleshooting PC problems. The software standards will ensure better system administration, effective tracking of software licenses and efficient technical support.

3.2 General Guidelines-

- It is the responsibility of the IT Dept. to establish and maintain standard configurations of hardware and software for PCs owned by the organization. The standard, can however, be modified at any point in time as required by the IT Dept. Head in consultation with the Management Committee.
- Multiple configurations are maintained as per the different requirements of various departments and projects in the organization, in consultation with the Dept./Project Head.
- Only in exceptional cases, when none of the standard configurations satisfy the work requirements, can an employee request a non-standard PC configuration. Valid reasons need to be provided for the request and written approval of the Reporting Manager(s) is required for the same.

3.3 Network Access-

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



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- Network security is enabled in all PCs through Firewall, Web Security and Email Security software.
- Employees are expected to undertake appropriate security measures as enlisted in the IT Policy.

3.4 Data Backup Procedure-

- Data Backup is setup during installation of Operating System in a PC. As an additional security measure, it is advised that employees keep important official data in some external storage device also.
- **File Backup System:**
 - Organization will be installing a file server for backing up data of all employees. All employees are expected to keep official data on the file system.
 - Employee's Reporting Manager or the Management Committee or the IT Manager will have access to that data.
 - All employees will login to the file server through user ID and password.
- **Server backup:**
 - IT Dept. is expected to maintain an incremental/full backup of all servers with at least 4 copies of all servers. At any time, 4 backups of all servers must be maintained.
 - Replica mode of all running servers will be offline and it should maintain half-hourly backup.

3.5 Antivirus Software-

- Approved licensed antivirus software is installed on all PCs owned by the organization.
- Two configurations – Basic and Advanced are maintained for Antivirus software installed on organization's computers. The configurations are installed on PCs as per work requirement of particular Dept./Project.
- Employees are expected to make sure their Antivirus is updated regularly. The IT Dept. should be informed if the Antivirus expires.
- Any external storage device like pen drive or hard disk connected to the PC needs to be completely scanned by the Antivirus software before opening it and copying files to/from the device.

3.6 PC/Laptop Support-



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- Guidance and tips given by the IT Dept. designated staff for maintaining the PC/Laptop should be remembered while using a PC/Laptop.
- The IT Dept. should be contacted via the IT Support Ticket System or IT Support Email for any assistance with your PC/Laptop hardware or software.
- Technical support will not be provided for hardware devices or software which are personally purchased, illegal or not included in the standard hardware/software list developed by the IT Dept.
- Software applications evaluated by the IT Dept. to cause problems with the organization's PCs/Laptops will be removed.

4. Internet Usage Policy

4.1 Objective-

The Internet Usage Policy provides guidelines for acceptable use of the organization's Internet network so as to devote Internet usage to enhance work productivity and efficiency and ensure safety and security of the Internet network, organizational data and the employees.

4.2 General Guidelines-

- Internet is a paid resource and therefore shall be used only for office work.
- The organization reserves the right to monitor, examine, block or delete any/all incoming or outgoing internet connections on the organization's network.
- The organization has systems in place to monitor and record all Internet usage on the organization's network including each website visit, and each email sent or received. The Management Committee can choose to analyze Internet usage and publicize the data at any time to assure Internet usage is as per the IT Policy.
- The organization has installed an Internet Firewall to assure safety and security of the organizational network. Any employee who attempts to disable, defeat or circumvent the Firewall will be subject to strict disciplinary action

4.3 Internet Login Guidelines-

- All employees may be provided with a Username and Password to login to the Internet network in the office and to monitor their individual usage.
- An employee can also get a local static IP address for internet and intranet use. All employees will be responsible for the internet usage through this local static IP.
- Username and password for a new employee must be requested by the HR Dept.
- Sharing the Username and Password with another employee, visitor or guest user is prohibited.
- A visitor or guest user who wants to use the office Internet will be given a Guest Username and Password.
- The IT Dept. will define guidelines for issuing new passwords or allowing employees to modify their own passwords.
- Any password security breach must be notified to the IT Dept. immediately.
- Username and password allotted to an employee will be deleted upon resignation/termination/retirement from the organization.

4.4 Password Guidelines-

The following password guidelines can be followed to ensure maximum password safety.

- **Select a Good Password:**
 - Choose a password which does not contain easily identifiable words (e.g. your username, name, phone number, house location etc.).
 - Use 8 or more characters.
 - Use at least one numeric and one special character apart from letters.
 - Combine multiple unrelated words to make a password.
- **Keep your Password Safe:**
 - Do not share your password with anyone.
 - Make sure no one is observing you while you enter your password.
 - As far as possible, do not write down your password. If you want to write it down, do not display it in a publicly visible area.
 - Change your password periodically (every 3 months is recommended).
 - Do not reuse old passwords. If that is difficult, do not repeat the last 3 passwords.
- **Other Security Measures:**
 - Ensure your computer is reasonably secure in your absence.
 - Lock your monitor screen, log out or turn off your computer when not at desk.

4.5 Online Content Usage Guidelines-



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- Employees are solely responsible for the content accessed and downloaded using Internet facility in the office. If they accidentally connect to a website containing material prohibited by the organization, they should disconnect from that site immediately.
- During office hours, employees are expected to spend limited time to access news, social media and other websites online, unless explicitly required for office work.
- Employees are not allowed to use Internet for non-official purposes using the Internet facility in office.
- Employees should schedule bandwidth-intensive tasks like large file transfers, video downloads, mass e-mailing etc. for off-peak times.

4.6 Inappropriate Use

The following activities are prohibited on organization's Internet network. This list can be modified/updated anytime by the Management Committee as deemed fit.

Any disciplinary action considered appropriate by the Management Committee (including legal action or termination) can be taken against an employee involved in the activities mentioned below:

- Playing online games, downloading and/or watching games, videos or entertainment software or engaging in any online activity which compromises the network speed and consumes unnecessary Internet bandwidth
- Downloading images, videos and documents unless required to official work
- Accessing, displaying, uploading, downloading, storing, recording or distributing any kind of pornographic or sexually explicit material unless explicitly required for office work
- Accessing pirated software, tools or data using the official network or systems
- Uploading or distributing software, documents or any other material owned by the organization online without the explicit permission of the Management Committee
- Engaging in any criminal or illegal activity or violating law
- Invading privacy of coworkers
- Using the Internet for personal financial gain or for conducting personal business
- Deliberately engaging in an online activity which hampers the safety & security of the data, equipment and people involved.
- Carrying out any objectionable, frivolous or illegal activity on the Internet that shall damage the organization's reputation

5. Information Security Policy

5.1 Objective-

Information security means protection of the organization's data, applications, networks and computer systems from unauthorized access, alteration and destruction. The Information Security Policy provides guidelines to protect data integrity based on data classification and secure the organization's information systems.

5.2 General Guidelines-

- Various methods like access control, authentication, monitoring and review will be used to ensure data security in the organization.
- Security reviews of servers, firewalls, routers and monitoring systems must be conducted on a regular basis. These reviews should include monitoring of access logs and intrusion detection software logs.
- Appropriate training must be provided to data owners, data users, and network & system administrators to ensure data security.

5.3 Access Control-

- Access to the network, servers and systems in the organization will be achieved by individual logins and will require authentication. Authentication includes the use of passwords, biometrics or other recognized forms of authentication.
- All users of systems which contain high or medium risk data must have a strong password as defined in the IT Policy.
- Default passwords on all systems must be changed after installation.
- Where possible and financially feasible, more than one person must have full rights to any organization-owned server storing or transmitting high risk and medium risk data.

5.4 Virus Prevention-

- Virus prevention for personal computers and email usage has been described previously.
- Apart from that, all servers and workstations that connect to the network must be protected with licensed anti-virus software recommended by the vendor. The software must be kept up-to-date.



- Whenever feasible, system/network administrators must inform users when a virus/ other vulnerability has been detected in the network or systems.

5.5 Software Usage Restrictions –

- New restrictions on software installations have been implemented to mitigate risks associated with unauthorized applications and shadow IT, which can lead to data breaches and compliance issues.

6. Software Usage Policy

6.1 Objective-

The Software Usage Policy is defined to provide guidelines for appropriate installation, usage and maintenance of software products installed in organization-owned computers.

6.2 General Guidelines-

- Third-party software (free as well as purchased) required for day-to-day work will be preinstalled onto all company systems before handing them over to employees. A designated person in the IT Dept. can be contacted to add to/delete from the list of pre-installed software on organizational computers.
- 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 personal computing device, an employee needs to send a written request via the IT Ticket System or IT Support Email.
- Any software developed & copyrighted by the organization belongs to the organization. Any unauthorized use, storage, duplication or distribution of such software is illegal and subject to strict disciplinary action.

6.3 Compliance-

- No employee is allowed to install pirated software on official computing systems.
- Software purchased by the organization or installed on organizational computer systems must be used within the terms of its license agreement.



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- Any duplication, illegal reproduction or unauthorized creation, use and distribution of licensed software within or outside the organization is strictly prohibited. Any such act will be subject to strict disciplinary action.
- The Procurement Dept. procedures & guidelines need to be followed to purchase new software (commercial or shareware) for official purposes. All approved software will be purchased through the Procurement Dept., unless informed/permitted otherwise.
- Any employee who notices misuse or improper use of software within the organization must inform his/her Reporting Manager(s).

6.4 Software Registration-

- Software licensed or purchased by the organization must be registered in the name of the organization with the Job Role or Department in which it will be used and not in the name of an individual.
- After proper registration, the software may be installed as per the Software Usage Policy of the organization. A copy of all license agreements must be maintained by the IT Dept.
- After installation, all original installation media (CDs, DVDs, etc.) must be safely stored in a designated location by the IT Dept

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