

#### 4.2.4 Frequency of IT facilities updated at the Headquarters and the Regional Centres of the Institution including website, online system, etc

##### Response:

PSSOU has a campus-specific entity, which is responsible for planning, specific need forecasting for improvement, maintenance of IT infrastructure of the campus, and uninterrupted delivery of the IT services to the users. As updating is necessary for running the IT systems, the University always takes initiatives to modify and update the existing IT infrastructure after requirement analysis of each system. The feedback from the students, users and other stakeholders are considered and complaint management is maintained where the individual user can register the complaint and the technical feasibility study with cost-benefit analysis is also carried out.

In the case of the University website, the information is uploaded in different sections of the website after approval of the appropriate officers. The updated information is displayed in the recent updates and in another visible manner for communicating the modified information to the concerned at the earliest. The SLMs are made available in the appropriate platforms through the web portal in the name of E-study material. For online admission, renewal and counseling/contact class systems, each year additional modules are introduced as online services modified as per the different guidelines received from different apex bodies like the UGC, MHRD and Govt. of Chhattisgarh.

The university campus has the state of art, availability of voice-enabled network. The network has a layered architecture consisting of the Security, Core, Distribution and Access layers. The local area network is built using 20GB fibre optic backbone and offers 100 Mbps desktop connectivity. PSSOU has a Wi-Fi-based network and it is in the process of setting up a Wi-Fi-based network in the entire campus to facilitate mobility. The existing network provides connectivity to academic /administrative building, library, guest house and student hostels. The PSSOU has increased the internet speed by increasing to 100GB fibre optic leased line through RAILTEL.

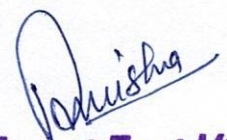
The University also maintains a separate ICT service platform that gets updated from time to time. Recognizing the benefits of online learning and m-learning, the University decided to offer PG Degree programs in the ICT-enabled mode since the academic year 2019-20. Learners under the ICT services can learn through their laptop, desktop, smartphone or tablets. ICT support is always available for examination function computer aided learning and delivery of instructions. The Campus is connected through high definition Video conferencing services.

PSSOU provides platform for online contact classes, online counselling, online projects and assignments for all faculty and students. These tools also provide the students a platform to discuss course topics and clarify their doubts with their instructors. All the faculty members are provided with computer system's (laptop or, desktop) and internet connectivity in the office. There are also some facilities like printers, scanners etc. available in the department for individual faculties.

**VERIFIED**



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All the servers and desktops of the PSSOU run on licensed operating systems along with application, utility and antivirus softwares with automatic updating facilities. All the Regional Centers of the PSSOU are connected through internet connectivity. All the Departments of the PSSOU have computing devices with relevant softwares.



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