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**Nishtar Medical University and
Hospital Multan
(IT Department Policy Document)**

Purpose:

To establish a unified and secure IT environment that supports medical, educational, and administrative functions through robust digital infrastructure and governance.

Goals:

- Enhance IT-enabled learning and hospital services
- Improve data integrity and privacy
- Ensure service availability and reliability
- Foster innovation and digital adoption

Scope:

This policy applies to all departments, staff, students, and affiliated personnel of Nishtar Medical College and Hospital involved in the use, management, and support of IT systems and resources, including:

- Academic technologies
- Clinical and hospital IT systems
- Network and infrastructure
- Digital records (patient, student, financial, administrative)
- Communication systems (emails, messaging, intranet)

Core Principles:

- Confidentiality of patient, student, and institutional data
 - Integrity of IT systems and processes
 - Availability of digital resources without unauthorized disruption
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- Ethical and legal use of all IT services
- Transparency and accountability in operations

Procedure:

1. Policy Dissemination
 - Circulated via official email and intranet
2. Orientation & Awareness
 - Sessions for faculty, staff, and students
3. Policy Enforcement
 - Activation of access controls and protocols
 - Start of compliance monitoring by the IT Department
4. Audit & Review
 - Annual policy review in May each year

Responsibilities:

IT Head: Planning, oversight, budgeting

Network Engineers: Maintain internet, servers, Wi-Fi

Developers: Manage hospital and student systems Support

Staff: Resolve user complaints/issues

Data Officers: Ensure data security and backups

Institutional Responsibilities:

- Principal: Oversight of academic IT services
- Medical Superintendent: Oversight of hospital IT services
- Department Heads: Ensure staff and students adhere to IT policy
- IT Department: Operational control and enforcement of all IT systems

Acceptable Use Policy:

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- No unauthorized software or device use
- No sharing of credentials or accessing others' accounts
- Patient/student data must remain confidential
- All internet use must follow institutional ethics

Security Measures:

- Encrypted systems for patient records
- Regular password updates and access logs
- Secure login protocols and monitoring systems

Backup & Recovery:

- Daily automated backups
- Monthly backups to external storage
- Quarterly recovery drills

System Maintenance:

- Routine system checkups every 3 months
- Annual software updates
- Maintenance logs for all activities

Helpdesk Services:

- Available Monday-Saturday, 8:00 AM to 8:00 PM
- Ticket-based issue reporting
- Critical issues resolved within 2 hours

Training Programs:

- Annual digital literacy workshops
- Cyber security awareness sessions
- IT orientation for new hires and students

Evaluation Process:

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- Internal IT audits twice a year
- User feedback surveys after training or support resolution
- Incident reports reviewed monthly
- Policy performance assessed during annual review

Reporting, Monitoring, and Compliance:

- Monthly monitoring reports submitted to Principal and MS
- Non-compliance cases documented and reported
- Disciplinary actions for violations as per institutional policy
- Continuous review of compliance with regulatory standards

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