Table of Contents

1. Objective

This SOP outlines the eligibility criteria and procedures for Ph.D. scholars and postdoctoral researchers who wish to request software through the I-STEM portal. While software provisioning is not the primary service of I-STEM, this additional support aims to facilitate high-impact research outcomes such as patent filings, white paper publications, product development, and commercialization.

2. Scope

This procedure applies exclusively to Ph.D. scholars and postdoctoral researchers requesting software via the I-STEM portal. It defines the eligibility, approval process, and compliance requirements to ensure effective resource utilization.

3. Eligibility Criteria

3.1 Postdoctoral Researchers

- Postdoctoral researchers are eligible to request software that directly supports their research and academic activities.
- Eligibility is valid for the duration of their postdoctoral appointment.
- A template for guide approval needs to be created. Candidates must download this template, get it signed by their guide or supervisor, and upload the scanned copy.

3.2 Ph.D. Scholars

- Ph.D. scholars can request software relevant to their area of research or academic requirements.
- Requests must be accompanied by a justification linking the software to their ongoing research.
- A template for guide approval needs to be created. Candidates must download this template, get it signed by their guide or supervisor, and upload the scanned copy.

3.3 Exception

Applicable for Bachelor's and Master's students in the following categories.

- Students from rural areas (Tier 3 and Tier 4 cities in India).
- Students and Professors who have already booked (with a slot allocated) one of the research equipment via I-STEM.
- Women pursuing a Master's degree.
- Special requests accepted for Bachelor's, Master's candidates with high research impact

4. Procedure for Software Request

4.1 Request Initiation

- Eligible users must submit a formal request via the I-STEM portal, providing a detailed justification for the required software.
    1. **User Type**: Specify the type of user (e.g., Ph.D. Scholar, Postdoctoral Researcher).
    2. **Name:** Provide the full name of the user.
    3. **Email:** Submit an official or institutional email address.
    4. **Contact Number:** Include a valid phone number with the country code.
    5. **Organization:** Mention the affiliated institution or organization.
    6. **Research Topic:** Briefly describe the research topic and its relevance to the requested software.
    7. **Research Guide Approval:** Please send an email to software@istem.co.in to request approval from the project guide.
    8. **Hostname of User's Computer:** Provide the computer's hostname, which can be obtained by running the hostname command in the terminal or command prompt.
    9. **College ID or Proof of Affiliation:** Upload an official college ID or a document confirming the user's affiliation with the institution.
- If the project details and the user's guide are not provided properly, it's likely that the application will be rejected due to insufficient information. However, the user can typically apply again once they have gathered and submitted the correct and complete details.

4.2 Review and Evaluation

- The I-STEM team will conduct a thorough review of the user's background, research objectives, and the genuineness of the request.
- The evaluation process includes verifying the alignment of the request with academic and research goals.
- The I-STEM team will approve or reject the request within three working days or 72 hrs of submission.

4.3 Approval Process

- Approved users will receive software licenses via institutional arrangements or installation instructions, as applicable.
- Access will be granted for the duration of the research or as specified in the license agreement.
- The I-STEM team will approve or reject the request within three working days of submission.
- User data will be validated by the concern person from I-STEM team if improper data is given it will be reject form I-STEM team.

5. Compliance and Auditing

- Users must adhere to all licensing agreements and usage policies associated with the software.
- Licensing agreements and usage policies can be accessed from the I-STEM portal to the appropriate user.
- Regular audits will be conducted to ensure compliance with eligibility criteria and proper usage of resources.
- Non-compliance may result in revocation of access and future disqualification from requesting resources.

5.1 Mandatory Information for Software Requests

1. User Type: Specify the type of user (e.g., Ph.D. Scholar, Postdoctoral Researcher).

2. Name: Provide the full name of the user.

3. Email: Submit an official or institutional email address.

4. Contact Number: Include a valid phone number with the country code.

5. Organization: Mention the affiliated institution or organization.

6. Research Topic: Briefly describe the research topic and its relevance to the requested software.

7. Research Guide Approval: Please send an email to software@istem.co.in to request approval from the project guide.

8. Hostname of User's Computer: Provide the computer's hostname, which can be obtained by running the hostname command in the terminal or command prompt.

9. College ID or Proof of Affiliation: Upload an official college ID or a document confirming the user's affiliation with the institution.

6. Roles and Responsibilities

6.1 User

- Ensure eligibility criteria are met before submitting the request.
- Provide accurate details and a valid justification for the software request.
- Comply with all licensing agreements and usage policies.
- Acknowledge I-STEM in all publications, patents, or outcomes derived from the use of the requested software.
- The template accessed from the I-Stem website and get the signed from the project guide.
- Requests must be sent from the institution's official email ID.
- If an institutional ID is unavailable, the request can be sent from a personal email, but the guide or PI (using their institutional ID) must be CC'd."

6.2 Research Guide

- Review and sign the software request from the I-Stem team.
- Software request will the approved by the I-Stem team.
- Ensure that the request aligns with the academic goals of the user.
- The guide or supervisor must verify the reason for the software request and the domain which the researcher working on and get the signature from the project guide. The I-STEM team will handle the review and approval of the software request.

6.3 I-STEM Support Team

- Verify and process software requests in accordance with the SOP.
- Provide access, licensing, and installation support as required.
- Conduct periodic audits to ensure compliance.

7. Expected Impact of Software Requests

The software requests are expected to result in significant research outcomes, including:

- Patent filings.
- Project manuscripts prepared for publication.
- White paper submissions.
- Development of products or prototypes.
- Successful completion of Ph.D. research.

Users need to share outcomes and publication details after acknowledging I-STEM in their work. This will help us update our system and showcase their work on our platform.

7.1 Quires and Support

- If you have any queries, send an email to software@istem.co.in
- We would like to inform you that a toll-free number for customer support (1800 425 3281) and a Ticketing system (https://istem.freshdesk.com) are made available exclusively for your support.