

 EASTERN MICHIGAN UNIVERSITY <small>DIVISION of INFORMATION TECHNOLOGY</small>	Procedure	
	Effective Date	Date of Last Revision
	April 26, 2010	

Chapter Name	
8.0 Security	
Chapter Number	Title
8.5.P.2	Security Controlled Spaces – Visitor Access

1.0 Purpose

To ensure a secure environment, visitors allowed physical access to security controlled spaces must be restricted and monitored. This procedure defines the process to allow and monitor visitor access to security controlled spaces. For information on access for DoIT staff members, please refer to 8.5.P.1 Security Controlled Spaces - DoIT Employee Access.

2.0 Governing Policy	
Number/Document Name	Effective Date
8.5 Security Controlled Spaces	

3.0 Procedure

This procedure applies to any visitor who may need physical access to the data center. For the purpose of this procedure, visitors will be categorized as either a partnered vendor or a visitor. Levels of monitoring needed for visitors will vary based upon these two categories.

Visitor Categorization:

The following will define the two categories that visitors will be assigned by DoIT personnel:

1. Partnered Vendor: Staff members of a business contractually associated with EMU who require physical access for supporting, maintaining, or managing equipment located in the data center. Service Express (hardware maintenance), Wiltec, and Camtronics are all examples of partnered vendors.
2. Visitor: Anyone visiting the data center that does not meet the criteria of a partnered vendor. EMU staff members from other divisions and class tours are examples of visitors.

Access and Monitoring:

A DoIT Operations staff member will remain present in the data center while visitors or partnered vendors are present. All visitors or partnered vendors are required to log in and out via the data center visitor log. The log will include:

1. Name
2. Company
3. Date
4. Time in
5. Time out
6. DoIT Operations staff name

Constant visual monitoring by a DoIT employee is required for visitors but is not required for partnered vendors.

DoIT Operations Staff or designee authorized by Associate Director IT, Enterprise Operations:

When permitting visitors to enter the data center DoIT staff must:

1. Ensure that the visitor signs in on the data center visitor log. If the visiting group is a class, the instructor and each student must sign the visitor log.
2. Maintain constant visual supervision of the visitor.

3. Ensure that the visitor signs out on the data center visitor log when exiting the data center.
4. Sign the data center visitor log verifying that logged information for that visit is correct.
5. If a visit results in an incident, notify the Incident Response Team (see Policy **8.6 Information Systems Security Incident Response**) and Operations Management immediately.

4.0 Responsibility for Implementation

DoIT Operations Management is responsible for overall implementation, administration and interpretation of this procedure.

Operations staff are responsible for the implementation of this procedure.

5.0 Definitions

Term	Definition
CIO team	CIO and Deputy CIO
Incident	An occurrence resulting in a negative impact to the data center or the systems that it houses.
Operations Management	Either or the combination of the Associate Director IT, Enterprise Operations and/or Director IT, Network and Systems Services
Partnered vendor	Staff members of a business contractually associated with EMU who require physical access for supporting, maintaining, or managing equipment located in the data center.
Visitor	Anyone visiting the data center that does not meet the criteria of a partnered vendor.

6.0 Revision History

Description	Approval Date
Original	April 23, 2010