

Access to Communications Rooms

Version 3.0, revision 07/25/2017

Communications rooms are used to secure equipment and infrastructure supporting voice and data networks, security systems including surveillance, alarm and access control systems, and related electronic devices and systems that must remain physically secure. This document is used for departmental IT personnel to request access to communications rooms, and defines the nature of work that may be conducted should access be granted.

Rationale:

- **Life-safety, business continuity resource:** Communications rooms not only facilitate day-to-day operations of CSU, but are essential to ensuring the safety of its students, faculty and staff. Any unauthorized access or activities in these secure areas may result in loss of critical services, including Emergency 911.
- **Protection of data:** Access to these rooms presents the opportunity to conduct illegal activities, such as tapping into phone calls and/or data transmissions.
- **Building warranty:** The communication networks are designed and implemented according to stringent standards of the manufacturer. Post construction, all communication networks are certified and guaranteed to perform at rated capacity for 20 years. CSU's Academic Computing and Networking Services along with Telecommunications (hereafter referred to as "ACNS/Telecom") personnel are certified to perform work to maintain this certification. Unauthorized personnel working on the network components jeopardize the warranty and the university's substantial financial investment.
- **Responsible party:** ACNS/Telecom is responsible for maintaining the integrity of the telephone and data infrastructure at CSU. ACNS/Telecom designs, bids, provides contractor oversight and post-installation certification, and maintenance of the installed infrastructure. ACNS/Telecom assumes the responsibility for the physical infrastructure for voice and data to ensure it meets industry and University standards.

Access:

- ACNS/Telecom will issue only one communications room key (or cardkey access, hereafter referred to as "key") to a departmental IT Manager. This key may be shared with a secondary designated by the departmental IT Manager and listed on this form.
- These two individuals must pass background checks. The cost of these background checks will be borne by the Department/Unit requesting access if one has not yet been performed on the CSU staff member.
- Only these two individuals shall enter the communication room(s) accessed by this key. Additional keys shall not be provided or acquired by any other means.
- Both individuals must be regular, full-time CSU employees.
- The key must remain secured at all times it is not in the departmental IT Manager's possession.
- In case of lost, stolen or otherwise misplaced key, any costs associated with replacement or re-keying will be at the expense of the Department, College or Unit.
- The department IT Manager or designee must not conduct any activity that might adversely affect services facilitated by components or infrastructure located in the room(s).
- The room(s) wiring and patch panel(s) shall not be modified in any way.

- No equipment can be installed in the room(s) without first obtaining written approval from ACNS/Telecom (<http://www.telecom.colostate.edu/pdfs/TC-Access-Sharing-Agreementv3JJV.pdf>)

Procedures:

- Equipment not owned by Department/Unit may not be rebooted, unplugged, moved, etc. if such actions could result in a service interruption unless directed to do so by ACNS/Telecom staff.
- Communications rooms may not be used for storing items of any kind.
- Communications room doors are not to be propped open or left unlocked. The last person leaving the room is responsible for any damage or service interruptions due to improperly securing the room after leaving.
- Only red, gray, or department-specific light-blue data cables may be added/moved/removed by departmental IT managers. Under no circumstance are any other cabling, infrastructure or equipment to be modified.
- Cables will be of proper length, color, and type and will be installed in a professional manner. Cables are not to have excessive slack nor strung too tightly. Cables are to exit the switch port and immediately route through cable management to the patch panel. The patch cord color scheme must be adhered to:
 - Red/Grey: Data
 - White: VOIP
 - Green: Facilities
 - Violet: Audio/Visual
 - Orange: Switch-switch links
 - Light blue: Departmental specific
 - Yellow: Wireless
- Under no circumstances shall the network from the patch panel to the wall jack be touched by anyone other than ACNS/Telecom employees.

Charges:

- ACNS/Telecom will install data cables in network rooms free of charge when a service order is placed (<http://telecomserviceorder.colostate.edu>).
- Moving of non-red, non-gray or non-light-blue cabling will result in service charges listed at <http://telecom.colostate.edu>.
- Redoing cabling not patched per above procedures will result in service charges.
- Removal of trash or stored equipment will result in service charges.

Enforcement:

- ACNS/Telecom and departmental IT personnel who have been granted access to communications rooms shall be responsible for the enforcement of this agreement. Failure to abide by this agreement may result in loss of access to communication rooms and/or result in service charges.
- ACNS/Telecom shall review this agreement annually with departmental personnel who have been granted access. At that time, communications rooms will be inspected and compliance with this agreement will be discussed.

Signatures:

We, the undersigned, have read, understand and agree to all the provisions herein stated in this document.

Primary departmental IT Manager

Signature _____ Date _____

Printed Name _____

eID _____

Desk phone# _____ Cellphone # _____

Building Number for which key is being requested _____

Room Number(s) for which key is being requested _____

Secondary departmental IT Manager

Signature _____ Date _____

Printed Name _____

eID _____

Desk phone# _____ Cellphone # _____

Building Number for which key is being requested _____

Room Number(s) for which key is being requested _____

College/Department/Unit Director:

Signature _____ Date _____

Printed Name _____

ACNS/Telecom Director:

Signature _____ Date _____