



Code: QA437
Title: Communications Room Physical Access Policy
Date: January 2019
Approval: ISS Management Team
Next Review due January 2021

1. Purpose

This document defines the policies and procedures relating to access and conduct within ICT Comms Room on campus, in line with Health and Safety, ICT Security, Data Protection and Service Availability requirements.

2. Definitions/Terms

Comms Rooms: Special purpose rooms or cabinets that house ICT equipment provisioning network services to the University

Employees: Members of staff at NUIG

Contractors: External personnel engaged by the University to carry out work on the NUIG campus

Visitors: External personnel who are attending site for a short period, but not carrying out works

ISS: Information's Solutions and Services Department

3. Rules of Conduct

Both ISS and the Buildings and Estates Department, share Comms room space on campus, with ISS being responsible for these rooms. ISS expect all employees, visitors and contractors to adhere to the organisations rules of conduct when working in University Comms Rooms.

Contractors and Visitors to the Comms Rooms must have received authorisation from the Network Team (ISS department) or from the Head of Security (Buildings and Estates) prior to the granting of access. The security office on campus can facilitate access but ISS or the Head of Security (Buildings and Estates) must have given authorisation.

- Visitors without proper authorisation will be refused access
- Visitors who fail to present ID will be refused access
- All visitors requesting access must comply with the rules of conduct
- All suppliers must provide method statements and risk assessments in order to work within the Comms rooms. Suppliers not providing this documentation 24 hours prior to the requested time will be refused access (exceptions may be made in emergency situations but supervision will be required)
- Access to critical systems, such as power and cooling, will only be granted to approved maintenance contractors. Additionally suppliers working in the Comms Rooms must have two people present at all times, or otherwise comply with any lone working arrangements agreed with the ISS.
- Suppliers will be responsible for providing their own tools and personal protective equipment (PPE) for the work undertaken, as well as any barriers or signage indicated in the agreed Risk Assessment and Method Statements.

- Suppliers will be asked to provide details of their public liability and indemnity insurances, refusal to provide these will result in access not being granted
- All visitors must comply with health and safety policies in place within the ISS department
- Visitors deliberately attempting to access areas not permitted by their pass may be asked to leave and future access requests may not be approved
- Food, drink and smoking are strictly prohibited within the rooms
- Cardboard and other forms of packaging must not be stored or otherwise left inside the Comms Rooms
- Tools such as drills or soldering irons and/or planned work that may produce vibrations, debris, dust, moisture, smoke, high temperatures or static electricity or other hazardous materials are not permitted without prior written authorisation from ISS
- In shared rack locations, suppliers must ensure they do not interfere with other equipment. If there are any concerns a member of ISS network team should be contacted who will assist
- When work is complete, all cabinets must be locked prior to leaving the comms room. Any rubbish or debris must be removed and the area left safe, clean and tidy
- Before leaving, the premises all visitors must inform a member of the network team

4. Access Methods

Either a swipe card or “generic” comms room key provisions access to each comms room.

5. Access Procedure

A request to access a Comms Room must be logged as a ticket on the ISS Service Desk – external personnel who do not have access to the service desk ticketing system will have the request logged by a member of the ISS, Network Team. The Head of Security (Buildings & Estates) will retain a list of who has been granted access through his office.

The following information is required to log the ticket

- University Department requesting work to be done in the Comms room
- Contact name and phone number of the requester
- Name(s) of the person(s) requiring access together with contractor involved
- Rack/cage details where access is required
- Date access is required
- Estimated time of arrival
- Expected duration of visit
- Summary of work to be undertaken.

6. Responsibilities

Name	Responsibility
ISS Head Of Operations	Policy Owner
ISS management Team	Approval
ISS Infrastructure Services Manager	Review of Policy