POLICY MANUAL

OPERATING POLICIES AND PROCEDURES

Number 520
Subject: Building Access Control
Effective Date: September 4, 2013

520.1 OVERVIEW

The objective of the building access control policy is to provide a reasonable level of security for the University and, at the same time, allow as much freedom of building access as possible to the campus community. An Access Technical Group exists to resolve any disputes concerning denied access. A listing of the members of the Access Technical Group can be located on the USU Facilities web page.

520.2 ACCESS CONTROLS

2.1 Access Definitions:

For a clear understanding of the Building Access Control policy, and procedures, the following terms are defined:

- Building Master Access. Allows access to all rooms within a single building excluding mechanical, communication, electrical, and custodial rooms.
- Department Master Access. Allows access to all rooms within an individual department.
- Group Master Access. Allows access to limited subgroup areas within a single department.
- Outside Door Access. Allows access to a specific building from a specific outside door.

- Individual Access. Allows access to a single room.

- Mechanical Access. Allows access to mechanical areas, roofs, and outside entrances to buildings for service people.

- Custodial Access. Allows access to custodial closets and designated outside doors.

- Communication Access. Allows access to communication closets.

- Electrical Access. Allows access to electrical vaults.

- Utility Master Access. Any key or access that includes communication closets, machine rooms, custodial areas, and electrical vaults.

- Prox Card Access. Allows access to any building or room having an I-Class reader, upon required access request approval.

2.2 Access Approval

(1) Requests for access must be approved as outlined below. A Dean, Vice President, or Director may designate someone from his/her area to approve the request and sign for access.

- Building Master Access must be approved by Dean, Vice President, Non-Academic Director responsible for the building, and Chief of Police

- Department Master Access must be approved by Department Head, Director, and Chief of Police

- Group Master Access must be approved by Department Head or Director

- Outside Door Access must be approved by Department Head or Director

- Individual Access must be approved by Department Head or Director

- Mechanical Access must be approved by Director of Facilities Operations and Chief of Police

- Communication Access must be approved by Director of Communication

- Electrical Access must be approved by Director of Facilities Operations

- Custodial Access must be approved by Director of Facilities Maintenance

- Utility Master Access must be approved by Director of Facilities Operations, Director of Communication, Director of Facilities Maintenance, Associate Vice President for Facilities or Chief of Police

(2) No individual may sign his/her own access request.

(3) Individuals denied access by the Access Control Office may appeal, in writing, to the Access Technical Group if the request is believed to be unjustly denied. The Access Technical Group will then determine if circumstances warrant the issuance of access to the appealing party.

2.3 Access Control Request Form

Access to buildings, rooms, and closets is issued by the Access Control Office only when a completed Access Control Request Form is signed by the authorized parties. The Access Control Request Form is valid for thirty (30) days following the date of authorization. Access Control Request Forms can be obtained from the Central Distribution Center.

2.4 Signature Card

Each Dean, Vice President, Department Head, Director, or his/her designee who authorizes and signs the Access Control Request Form must have a signature card on file with the Access Control Office. The card must be approved by the Dean, Vice President, or Director responsible for the area. The signature card(s) must be signed at the Access Control Office. A valid photo ID will be required from the person signing the signature card.

2.5 Obtaining Access

(1) The department that requests access for an employee must submit a completed Access Control Request Form to the Access Control Office. The department will be notified when the key or prox card is ready to be picked up.

(2) Prox cards and keys cannot be obtained through the mail. They must be issued at the Access Control Office to the individual who will have possession of the card or key. Proper identification will be required to pick up keys/prox cards.

(3) Generally, students may not have master keys or master prox cards issued to them.

(4) Whenever technology becomes available, appropriate changes in the access request process will be implemented.

2.6 Access Transfers

All keys or prox cards must be checked out of and into the Access Control Office by the person to whom they are issued. The transfer of keys directly from one person to another must be completed at the Access Control Office. Prox cards cannot be transferred from one individual to another.

2.7 Access Dispersals

(1) Each college/department determines the access that may be issued to its personnel. Full-time employees, students and part-time employees may not have more than one key/card to the same area.

(2) Students and part-time employees will be assessed a $25 deposit for issued keys and a $50 deposit for issued prox cards. The deposit will be refunded when the key(s) or prox card is returned.

(3) If a college/department desires to control the keys or prox cards to its own area, a request must be made in writing to the Access Technical Group. The request must state the reason the college/department needs to control its own keys or prox cards. Such requests are discouraged but may be approved by the Access Technical Group under extenuating circumstances.

a. If approval is granted, the college/department must check out all keys or prox cards at the Access Control Office so a current access list detailing the keys or prox cards checked out to the college/department may be maintained. The college/department will be responsible for the return of all keys or prox cards, and for the collection of replacement fees for lost or stolen keys or prox cards. The college or department will be responsible for the cost of re-keying or replacing cards due to lost items. A current list of those who have been issued access must be maintained by the college/department. Access reports must be submitted annually or approval may be revoked.

(4) An individual must inform the Access Control Office within 24 hours of lost or stolen keys or prox cards.

2.8 Broken/Worn Out Keys or Prox Cards

Keys or prox cards that are broken or worn-out must be returned to the Access Control Office for replacement by the person to whom they are issued. The broken or worn-out keys or prox cards must be turned in before new ones will be issued. There will be no charge for replacing broken or worn-out keys or prox cards.

2.9 Temporary Access

(1) College/department and other personnel requiring temporary access must present an approved Access Control Request Form to the Access Control Office stating the length of time access is required. The Access Control Request Form must be properly

completed and approved by the appropriate authority. Temporary keys or prox cards will not be granted to those who have forgotten or misplaced their keys/prox cards; instead, they must rely on the University Police to obtain access to the locations that need to be entered.

(2) Under certain circumstances, University access may be granted to outside vendors for service of, or bidding on, a project. An Access Request Form must be signed by a Dean, Vice President, or the Associate Vice President for Facilities authorizing the issuance of the access. This request must also be approved by the Director of the University Police. Keys will be issued on a temporary basis from the Access Control Office. A $500 fine will be charged to the department that authorized the request if keys/prox cards are not returned.

(3) Occasionally, a private contractor will be on campus for an extended period of time and will need access to various areas to complete their work. In these situations, Facilities Design and Construction must complete an Access Request Form requesting the necessary access which is approved by the Associate Vice President for Facilities. The keys or prox cards will be issued at the Access Control Office. The contractor will be required to sign a Contractor Key Acknowledgment for the keys or prox cards to verify they will pay a fine of $2000 per key that is lost, stolen, or late. All fines will be deducted from contracts pending with Utah State University.

2.10 Duplicating Access and Changing Locks

(1) State of Utah law prohibits the removal/installation of locking mechanisms or the duplication of any Utah State University key or prox card by anyone other than the University Access Control Office. USU is using ASSA high security cylinders and keys to increase security and provide excellent access control. ASSA High Security Lock Company holds utility and design patents and will initiate a lawsuit against anyone (individual or company) who duplicates its keys except for its registered agent. The USU Lock Shop is the only registered agent to make keys or prox cards used by the University. The USU Lock Shop is the only agent to purchase and issue Prox Cards.

(2) Door locks may only be removed or changed by the University locksmiths. Departments will be responsible for any cost incurred to resolve unauthorized changes.

2.11 Returning Keys/Prox Cards

(1) Before terminating from the University or transferring to another department, all students, faculty, and staff must return their University keys and prox cards to the Access Control Office.

(2) Each college/department is responsible for advising all terminating or transferring employees of their obligation to return University keys or prox cards to the Access

Control Office prior to leaving campus. Students and employees who have a deposit on file with the Access Control Office will be given a voucher at the time keys or prox cards are returned that can be redeemed at the Cashier's Office for the amount of deposit. Vouchers not redeemed within 90 days will result in forfeiture of the deposit.

(3) Students who fail to return keys or prox cards before transferring departments, leaving the University, or by the due date listed on the Access Control Request Form will have a hold placed on their transcripts or registration packets. Deposits will be forfeited.

(4) If a hold is placed on transcripts or registration packets, it can only be removed by returning keys or prox cards to the Access Control Office or by paying the appropriate fee listed in Section 520.2.12 (Lost/Stolen Keys or Prox Cards/Fees) for each uncollected key or prox card. The intent is not to collect fees, but to demonstrate that uncollected keys or prox cards seriously compromise the security of the campus.

(5) If an employee or student leaves the University without returning his/her key(s) and/or prox card or paying the appropriate lost key/card fee, his/her home department will be liable for the costs incurred to re-key.

2.12 Lost/Stolen Keys or Prox Cards/Fees

(1) All lost or stolen keys or prox cards must be reported to the home college/department, the Access Control Office and to the University Police. The University Police will complete a Lost or Stolen Access Control Report. Replacement of keys or prox cards will not be made until the Lost or Stolen Access Control Report is completed.

(2) To replace lost or stolen keys or prox cards, individuals must complete an Access Control Request Form. In the "List of Requested Access Control" portion of the form, indicate that the keys or prox cards are replacements. The Access Control Request Form must then be approved as outlined in Section 520.2.2 (Access Approval) and signed by the University Police.

(3) A key or prox card replacement fee will be assessed for all replaced keys or prox cards at the following rates (established in 2008 and may increase over time): Building Master, Utility Master, or Mechanical Access has a replacement fee of $200; Department Master Access has a replacement fee of $100; Sub Master, Outside Door, Communication, or Electrical Access has a replacement fee of $50; Individual or Custodial Access has a replacement fee of $25; and Access Card has a replacement fee of $5.

(4) The individual to whom the replaced key or prox card is issued is responsible for payment of the replacement fee.

(5) If an individual's keys or prox cards have been stolen, that person may appeal the lost or stolen key or prox card fee by presenting to the Access Technical Group a police

report. If it is determined that negligence on the part of the individual did not contribute to the key or prox card being stolen, the fee will be waived.

(6) If a Dean, Vice President, Director, or Department Head believes that extenuating circumstances justify not charging a replacement fee for a lost key or prox card, an appeal can be presented in writing to the Access Technical Group to determine whether or not a replacement fee is required.

(7) If keys have been lost or stolen, it is critical that those doors affected by the loss of the keys be re-keyed. To re-key a door, the department needs to send a completed work order to Facilities.

2.13 Access Control Records/Inventory Lists

(1) The Access Control Office maintains a complete computerized access record on each key or prox card issued. An Access Control Inventory List will be sent to each department on an annual basis for reconciliation purposes. This list identifies all the department employees who have access rights issued to them. Department personnel are responsible to verify that the report is accurate. Departments should maintain a complete and current list that indicates the following: name of key or prox card holder, key number, date issued, and date to be returned to the Access Control Office. The department's access list will help when reconciling the Access Control Inventory List sent from the Access Control Office. Discrepancies should be reported to the Access Control Office within thirty (30) days. An amended list will be printed and sent back to the department to ensure that changes have been accurately entered on the access computer system. Since each person or department is financially responsible for all keys or prox cards issued, accurate information is essential.

(2) If a department requires an Access Control Inventory List more often than annually, it is available upon request from the Access Control Office.

2.14 Future Access Control

(1) Utah State University is in the process of installing an Access Control System in several new buildings on campus. The new system is expected to expand into a campus-wide system with buildings coming on-line as funds become available. INET is providing the software and all controllers and door hardware will need to be compatible with their system. This will include all cameras and equipment used for security purposes if the intent is to tie into the University system. Stand alone systems such as Omni Lock, Alarm Lock, and Locknetics will no longer be allowed on campus buildings maintained by Facilities. Existing systems will still be maintained at a cost to the department until updated. Departments will be responsible for costs incurred on department doors to install and maintain access control hardware. However, after installation, Facilities will administer the new system at no cost to the department. A complete list of costs and specifications is available from

the University Lock Shop for departments desiring to add access control to doors other than the ones Facilities is doing at the present time.

(2) The new Access Control System will be controlled and maintained by Facilities with no cost to the individual departments.

2.15 Security

For security reasons only Police, Fire Service, and Facilities locksmiths may be issued override keys to any doors with a centrally managed electronic access system that uses a prox card and provides an audit trail. Any exception to this policy must be approved by the Chief of Police.