



CSUSB Physical Access to the Enterprise and Cloud Services (ECS)

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Final

REVISION CONTROL

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1.0 Physical Access to the ECS

The following are guidelines followed by the CSUSB ECS for granting and monitoring access to rooms PL-022 and PL-024.

1.1 Authorization Process for Staff

Anyone who needs access to the CSUSB ECS must submit a request to IT Services Management for approval. The requests and approvals for access to the ECS Server Room are filed and maintained by the department administrator. Facilities Services can also provide a key report in case anyone would like to review previous approvals. In addition, a Kayako work order is also opened to document the ECS access to Server Room request.

1. Vice President/CIO
2. Associate Vice President
3. ECS Management
 - ECS Office processes all requests for access

1.2 Authorization Process for Guests

1. Guests requesting access to PL022 and PL024, must have a sponsor (a contact person):
 - a. All guests seeking access to PL022 and PL024 must be sponsored by a MPP/manager of a CSUSB organizational unit. Request should be made via email to ecs@csusb.edu.
 - b. If a request has not been made to the ECS prior to the guest requesting access, an ECS Staff member will attempt to contact that guest's CSUSB contact person. If the attempt is not successful, access will not be granted to the individual requesting access.
2. Guest access is recorded in a log book by an ECS Staff Member. The log book details the type of identification provided by the guest (driver's license, coyote one card, etc.) at the time of check-in.

1.3 Physical Access Restriction

Physical access to PL022 and PL024, is monitored 24X7X365 (to track and monitor personnel entering and exiting the facilities). This access is composed of magnetic key locks, university police security cameras, a paper log-book and ECS Staff.

1.4 Periodic Review of Access to the ECS Server Room

Access to the ECS Server Room is reviewed in the months of January and July by the ECS Manager. A listing from Facilities is requested of those individuals who are authorized to access the CSUSB ECS Server Room. The ECS Manager reviews this list and requests for removal of any individuals listed who no longer require this access.

In addition, keys and key fobs that grant access to the ECS Server Room are returned by employees as part of the employee check-out procedure.

1.5 Quick pick up or drop off

For a quick pick up or drop off, such as SOTEs, and off-site backup, there is no need to sign in. An ECS staff person will escort the guest during their visit.

1.6 Document Review

This procedural document will be reviewed at least annually.