NORTHWESTERN STATE
Information Technology Policies and Standards

Data Center Access

Purpose

The Data Center is vitally important to the ongoing operations of the University. The following procedures are necessary to ensure the security and reliability of systems residing in the Data Center.

Definitions

Data Center Employee:
ITS employees with access to the Data Center
Authorized Staff:
University employees who may perform work in the Data Center but who do not work at the Data Center
Authorized Vendor:
All non-University employees who, through contractual arrangement and appropriate approvals, have access to the Data Center
Visitors:
All other personnel who may occasionally visit the Data Center but are not authorized to be in the Data Center without escort

Access to the Data Center

In order to ensure the systems housed within the data center are kept secure, the following policies apply to all personnel requiring access:

1. All personnel who access the Data Center must have proper authorization. Individuals without proper authorization will be considered a visitor.
2. Visitors to the Data Center must be escorted by an authorized ITS staff member.
3. Access to the data center is through access control systems installed at each door. All personnel must swipe to gain access so that entry is logged.
4. Authorized staff will have access to the Data Center at any time.
5. Data Center access is monitored and recorded by video cameras.

Authorization

University staff members and vendor access must be sponsored by an authorized ITS staff member.

Authorizations will only be approved for individuals who are responsible for installation and/or maintenance of equipment housed in the Data Center. Authorization approvals are at the discretion of the Deputy CIO who is charged with oversight of the data center.

Visitor Procedures

Anyone who is not a Data Center employee, an authorized staff member, or authorized vendor is considered a visitor. All visitors to the Data Center must adhere to the following procedures:

1. Visitors must be accompanied by an authorized ITS staff member at all times while in the Data Center. Exceptions to this policy must have the approval of the Deputy CIO.
2. Visits should be scheduled through the Deputy CIO in advance. Unscheduled visits to install equipment or perform other tasks may be turned away.

Audit Procedures

1. The Deputy CIO will review door access logs and video if necessary to audit data center access.
2. Any access discrepancies will be reported to the CIO and access will be adjusted immediately upon identification of any issues.

** This policy is adapted from similar work created at the University of Missouri.*