

Access to Secure Communications Closets 08/24/99

This document presents options for access to Secure Communications Closets (SCC). Access to the SCC's must be controlled for several reasons.

- Communications closets are part of resources critical to the day-to-day operation of CSU. Any inappropriate activities in these closets may result in loss of critical services, including Emergency 911 service.
- Access to these rooms presents the opportunity to conduct illegal activities, such as tapping into phone calls and/or data transmissions.
- The data networks are built to the precise and stringent standards of Lucent Technologies, Inc. (Lucent). Post construction, all data networks are certified by Lucent Technologies, and guaranteed to perform at rated capacity for 20 years. CSU Department of Telecommunications/ACNS (Telecommunications/ACNS) personnel are certified to perform work according to maintain this certification. Therefore, the Telecommunications/ACNS personnel are allowed to work on the network components without jeopardizing the Lucent warranty. Unauthorized personnel working on the network components without the proper understanding of the Lucent and University standards are jeopardizing the Lucent warranty and substantial financial investment.
- Telecommunications/ACNS are responsible for the physical telephone and data infrastructure at the University. Telecommunications/ACNS invests in all infrastructure projects on campus and performs the design, bid, contractor oversight, post-installation certification, and maintenance of the installed infrastructure. In addition, Telecommunications/ACNS assumes the responsibility for the physical infrastructure for voice and data, to ensure it meets industry and University standards.

There are valid reasons for users to access the SCC. Therefore, Telecommunications/ACNS has the following policy regarding access to SCC:

1. Upon written request, Telecommunications/ACNS will issue only one communication closet key to a Subnet Manager. At the sole discretion of the Subnet Manager, this key may be shared with a second individual designated by the Subnet Manager. These two individuals must pass background checks, conducted by an external entity approved to do so by the University. Background checks will be coordinated by CSU Telecommunications. The cost of these background checks will be borne by the Department/Unit. Only these two individuals shall enter the communication closet(s) accessed by this key. Additional keys shall not be provided or acquired by any other means.
2. Both individuals must be regular full-time CSU employees.
3. In case of a lost, stolen or otherwise misplaced key, the communications closet(s) shall be re-keyed at the expense of the Department, College or Unit.
4. The Subnet Manager or designee must not conduct any activity that might affect the telephone, fiber or the video distribution components in the closet(s). The telephone closet(s) wiring and patch panel(s) shall not be accessed or modified in any way. The Subnet Manager or designee agrees not to mount or install in the closet(s) without obtaining prior to the installation written pre-approval from the Department of Telecommunications. All data equipment installed in the closet shall be rack mounted, and subject to the pre-approval of Telecommunications/ACNS.

5. The Subnet Manager and Departmental, College or Unit Director may choose one of the options below for the data network:
- a. Telecommunications/ACNS shall be completely responsible for the data network. The Subnet Manager and Departmental, College or Unit Director agrees not to access or modify the physical data network in any way. Telecommunications/ACNS agrees to issue a key to the Subnet Manager and Departmental, College or Unit Director, and requests that the Subnet Manager participate in operational activities only, e.g., rebooting network devices and Uninterrupted Power Supplies (UPS), in coordination with ACNS. The Subnet Manager is requested to supply contact information on Schedule A, attached to this request.

Telecommunications/ACNS will activate connections, assuming capacity is available, e.g., open ports, to existing data jacks without cost to the Department or College. Telecommunications/ACNS shall charge for materials and for labor for installation of new cable and connectors at the prevailing time and materials (T&M) hourly rates. Telecommunications shall charge a standard rate for Lucent patch cord(s) required to activate both ends of a data connection.

- b. The Subnet Manager and Departmental, College or Unit Director are permitted to add, move and change data patch cords only. Subnet Manager and Departmental, College or Unit Director agree to be responsible for modification of the data network in accord with Lucent and University specifications. The Subnet Managers shall monitor link status and “reboot” the equipment as necessary. Subnet managers agree to use only Lucent patch cords in appropriate lengths and attend Lucent authorized training along with other personnel who will access and/or modify the data network. The Subnet Manager must be particularly careful to eliminate stress or severe bends on the patch cords and to “dress” the cords appropriately along the cable guides. The Subnet Manager shall maintain records of the data networks, in a format compliant with Telecommunications/ACNS standards. The Subnet Manager shall supply such records to Telecommunications/ACNS, upon request. Under no circumstances shall the back-end of the network (i.e. the network from the SCC to the wall jack) be touched. The data network must remain within Lucent and University specifications. Telecommunications/ACNS shall charge for materials and for labor for installation of new cable and connectors at the prevailing T&M hourly rates. Other work shall be charged at the prevailing T&M rate for Telecommunications/ACNS.
- c. The Subnet Manager and Departmental, College or Unit Director agrees to be completely responsible for the data network. The Subnet Manager and Departmental, College or Unit Director acknowledge that Lucent certification may be lost upon accessing and or modifying the data network. **Should Telecommunications/ACNS assume responsibility for the data network, the Departmental, College or Unit Director and Subnet Manager agree to pay all costs associated with putting the data network back into Lucent and University specifications. The Departmental, College or Unit Director agrees to pay Telecommunications/ACNS for all new data cable and connectors installed at the prevailing T&M rate.** The Subnet Manager agrees to maintain records of the adds, moves and changes, in a format compliant with Telecommunications/ACNS standards. The Subnet Manager shall supply such records to Telecommunications/ACNS, as required.

6. The Subnet Manager and Departmental, College or Unit Director shall be responsible for the enforcement of this agreement. Failure to abide by this agreement may result in loss of access to communications closets. This agreement expires one year from the date below and shall be renewed annually.

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

Option selected 5.a _____ 5.b _____ 5.c _____

Subnet Manager:

Signed _____ Date _____

Printed Name _____ EID _____

Key ID _____ Key Location _____

Subnet Manager's Designee:

Signed _____ Date _____

Printed Name _____ EID _____

Key ID _____ Key Location _____

College/Department/Unit Director:

Signed _____ Date _____

Printed Name _____

ACNS Director:

Signed _____ Date _____

Printed Name: Patrick J. Burns

Schedule A
Data Network Contact Information

The following information is provided in support of the joint data networking activities conducted under the centralized/decentralized model for networking at the University.

1. Primary contact:

Name _____ Office phone number _____

Pager Number _____ Cellular phone number _____

E-mail address _____

Period for primary contact, days and hours (e.g. 7 AM - 5 PM M-F) _____

Instructions for contact during off-hours _____

Home phone number _____

2. Secondary contact:

Instructions for contacting secondary contact: _____

Name _____ Office phone number _____

Pager Number _____ Cellular phone number _____

E-mail address _____

Period for secondary contact, days and hours (e.g. 7 AM - 5 PM M-F) _____

Instructions for contact during off-hours _____

Home phone number _____

3. Other instructions:
