

Collin College Technology Service (CC-TS) Building Access Operational ISP

1. PURPOSE

To enhance security, Collin College manages access to all buildings by limiting and controlling the use and function of both access cards and keys issued to faculty, staff, students, and contractors.

Limited access is granted for each badge based on the approved authorization that enables a faculty or staff member to enter locked academic and administrative buildings.

2. GENERAL BUILDING ACCESS

Academic and administrative buildings on all Collin College campuses are open based on course schedules and planned activities within the semester. Campus hours are established by the Campus Provost and posted on the college's website. After-hours access to academic and administrative buildings is limited to faculty, staff, students, and contractors authorized by their Authorized Signatory (as defined in Section 3.B. below) to enter a given building or set of buildings. For buildings used for public events after hours, the Facilities and Police personnel on site for the event are responsible for ensuring that the building is appropriately secured at the proper times.

3. ACCESS CARD AND KEY DISTRIBUTION

A. Access Card and Key Process Responsibilities

Information Services personnel, Office of the Chief Information Security Officer (OCISO) manage the access card authorization at the system level. Student Engagement personnel at each campus take photos and create access badges for students, faculty, and staff, except for the Collin Higher Education Center (CHEC) and the Public Safety Training Center (PSTC). The Human Resources office manages the access badge process at CHEC and is a part of the new employees' orientation. PSTC has its own badging process for security purposes within the Law Enforcement Training Office.

B. Faculty and Staff

Faculty and staff requesting access keys must initiate the Key Request Form and submit it for signature by an Authorized Signatory. Key Request Forms are available online within CougarWeb at My Workplace, District Services, Facilities, and Plant Operations, Forms. Additional instructions are included on the Key Request Form.

Faculty and staff requesting badge access must send a request using their college email to the designated authorized signatory for approval and submission to the Help Desk. The request must include the requestor's name, CWID, and locations where access is needed. A ticket is generated in Fresh Service for the Technology Services Security Department, and access is assigned, provided approval has been given by the designated authorized signatory.

Each of the following positions is an "Authorized Signatory" for their assigned areas of responsibility only, except as noted below. The Executive Assistant to the District President may consult with the following and will notify the Help Desk of approval status.

- District President (district-wide for master, grandmaster)
- Executive Vice President (district-wide and as delegated by the District President)
- Sr. Vice President of Campus Operations (all campuses)
- Campus Provost and Campus Executive Deans (designated campus)
- Executive Assistant to the District President (CHEC, including 3rd and 4th-floor access)
- Chief Human Resources Officer (Back entry to CHEC HR)
- Chief Employee Success Officer (Back entry to CHEC HR)
- Chief Financial Officer (Facilities, CHEC 3rd floor access)
- Senior Vice President External Relations and Governmental Affairs (CHEC 4th floor access)
- General Counsel (CHEC 4th floor access)
- Chief Student Success Officer (CHEC 4th floor access)
- CCPD Sergeant and above (All College PD access excluding armory and evidence)
- Chief of Police (Armory and Evidence)

Authorizing Signatory authority is limited to assigned areas of responsibility only.

No Authorized Signatory will have the authority to grant access to themselves. Authorization must be obtained from the next level of supervision.

C. Students

Card access and keys to college facilities will not be issued to students except for student workers in designated areas and Dual Credit students at the Technical Campus. Allen ISD students are given green ID badges.

4. MASTER ACCESS CARDS AND KEY

Master access cards and master keys are access cards and keys that open every one of a given set of locks. Requests for master access cards and keys require the approval of the Executive Vice President or District President.

Requests for **grandmaster access cards** and keys require approval from the District President. Master and grandmaster access cards and keys to any college facility will only be issued if the requestor can demonstrate a clear business need.

5. FACULTY/STAFF ACCESS CARDS AND KEYS

A. Lost Access Card or Keys

Employees are responsible for the access cards and keys issued to them. The employee must immediately notify their Authorized Signatory and the Facilities Office if a Collin College employee badge/access card or key is lost or damaged.

A replacement employee badge/access card may be obtained by providing a Government issued ID along with your CWID at each campus Student Engagement Office during regular office hours. There is a \$7.00 fee for replacement ID cards.

If the employee badge/access card is found after being deactivated, but before receiving a replacement, the employee must personally present the original badge/access card to the Student Engagement Office to reactivate it. Once a replacement card has been issued, all prior cards are no longer valid and cannot be reactivated. All previous deactivated cards should be returned to the Student Engagement Office or shredded.

B. Duplication of Keys

Duplication of access cards and keys is strictly prohibited.

C. Transfer of Keys

When an employee changes assignment, their access card and any keys assigned to the employee must be checked in and out of the Facilities Office (or Student Engagement Office) to ensure appropriate access privileges.

Key and badge access transfers from one person to another are prohibited.

D. Loss of Access; Termination

Any individual who violates the Building Access Operational Guidelines or the terms or conditions of access is subject to disciplinary action, including but not limited to loss of access privileges.

The original Authorized Signatory (or their successor) must notify the Technology Services Help Desk or OCISO to deactivate the user from the access database if an

individual's access is no longer required or their employment has been terminated.

In addition, as a part of the employee exit process, the Human Resources office will notify the Student Engagement Office, the HelpDesk (initiate the removal of access rights for the user in the access database), and Collin College Police of all terminations, retirements, and other causes of faculty and staff departure from employment occurring in the ordinary course of business.

E. Collin Higher Education Center (CHEC) 3rd and 4th Floor Access

Visitors and Guests on the Master List of Appointments:

- Staff members whose offices are on the 3rd and 4th floors of CHEC are responsible for keeping the Information Center staff informed about expected guests and visitors to their offices. Last-minute appointments should be communicated to the Information Center staff as soon as possible.
- The Information Center staff will maintain a master list of daily planned appointments involving visitors/guests to the 3rd and 4th floors at CHEC.
- When visitors and guests arrive at CHEC, a sign on the exterior door directs them to the Information Center, where they will sign in with their name, telephone number, and the person with whom they have an appointment.
- The Information Center will verify the visitor/guest from the daily master list. If on the master list, will record the badge number on the sign-in sheet and provide the "guest badge" for access to the card reader in the elevators and stairwells. They will then call the department to let them know the guest is on their way up.
- A badge is not needed to exit the first or second floors as the guest leaves.
- The Collin College office the individual is visiting is responsible for collecting the guest's badge and returning it to the Information Center that same day or within 24 hours to help account for all guest badges.

Visitors and Guests Not on the Master List of Appointments:

- If the visitor/guest is not on the master list of planned appointments and the individual needs to meet with someone at CHEC on the 3rd and 4th floors, the Information Center staff will provide a courtesy call to the office they are seeking to visit.
- If the visitor/guest **is** subsequently authorized for a visit, the visitor/guest will sign in with their name, telephone number, organization (if applicable), and the name of the Collin employee or office they are visiting. The Information Center staff will record the badge number on the sign-in sheet and provide the "guest badge" to access the card reader in the elevator and stairwells. They will then call the department to let them know the guest is on their way up.

A badge is not needed to exit to the first or second floors as the guest leaves.

The Collin College office the individual is visiting is responsible for collecting the guest's temporary badge and returning it to the Information Center that same day or within 24 hours to help account for all guest badges.

- If the visitor/guest **is not** subsequently authorized to access the 3rd and 4th floors at CHEC, the Information Center staff will ask the visitor/guest to call the individual they wanted to meet for further guidance regarding scheduling a future appointment.
- Staff members on the 3rd and 4th floors of CHEC should not allow unauthorized guests or visitors to those floors or should not lend their ID badges to be used by others to access those floors, whether in the elevator or the stairwells.

6. CONTRACTORS AND OUTSIDE VENDORS ACCESS

A. After-hours Vendor Access

Contractors, outside vendors, and staff requiring emergency or scheduled after-hours access to any building must provide proof of authorization by an Authorized Signatory (see Section 3.B.) to the Facilities Office for a scheduled period of time.

The contractor must sign an acknowledgment of responsibility during the period they have keys. This form is provided to the vendor when they obtain their access badge. A standard sign-in/out form for anyone needing to check out a card/key for access is available in the Facilities office at each campus. A picture ID must be provided to Facilities for access and can be retrieved when the card or key is returned.

B. Failure to Return Access Keys

If issued keys are not returned after the assignment period, the Facilities Office will contact the applicable contractor or vendor to request the immediate return of the issued access card and/or keys. If the contractor or outside vendor cannot be reached, the Facilities Office will immediately disable the card access on the Vendor Access ID.

C. Lost or Stolen Vendor Access IDs or Keys

Contractors and outside vendors are responsible for the access cards and keys issued to them. The contractor must immediately notify their Authorized Signatory and the Facilities Office if a Vendor Access ID card or key is lost or damaged. A replacement Vendor Access ID card or key card may be obtained at the Student Engagement Office at each campus during regular office hours. There is a \$7.00 fee for replacement ID cards.

7. EMERGENCY RESPONDER ACCESS

Unrestricted (24-hour, all buildings) card access will be granted to the Collin College Police Department. Access requests must be submitted to the Help Desk by the designated Sergeant or above for a newly hired Police Officer with the Officer's name and CWID.

8. RECORDS

Badge authorization records are kept on file within the Fresh Service ticketing system for reference and review.

9. INTERNAL AUDIT

High-security areas such as the Police Department and Technology Services data closets should be audited quarterly for anomalies. These audits should be reviewed by the designated system owner for each area and recorded for reference. These audits are required by multiple external auditing organizations and required by CJIS.

The Collin College Internal Audit Office will conduct periodic reviews of the access card and key issuance practices to ensure they are consistent with the Building Access Operational Guidelines.

Related Policies, References, and Attachments:

An index of approved CC-TS ISPs can be found on the CC Technology Services ISP's website at <https://www.collin.edu/security>. Reference materials, legal compliance guidelines, and ISP enforcement can be reviewed on the Collin College website. The CC Information Security Program and CC Information Security User Guide are available on the Information Technology Services Security website.

Implementation Information

Review Frequency:	Annually
Responsible Person:	Executive Assistant to the District President
Approved By:	SVP Campus Operations and EVP
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Revision History

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1.1	11/01/2022	Edits Approved
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