Visitor Access Procedure

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Approved By:

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Visitor Access Procedures
Security
Revision #

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Purpose and Scope:

This procedure is to ensure that the confidentiality, integrity, and availability of Information Technology's assets are maintained by controlling the flow of visitors, vendors and guests within our Information Technology facility. A secondary but equally important purpose is to document who is in our buildings if there is a catastrophic event. The third reason is for compliance with security management such as HIPAA, FIC Red Flag, PCI, CJIS, NERC, APWA, and Financial audits.

Summary of Procedure:

All visitors will sign in when entering the Information Technology facility.

Definitions:

Sponsor

- The employee responsible for brining the visitor into the building.

Site Restrictions

- 401 Oak Street
- IT Computer Room
- Police Computer Room
- Mahany Backup Facility

Procedure:

REQUIREMENTS: Visitors are required to have a sponsor. The sponsor is the IT /Building Maintenance employee responsible for bringing the visitor(s) on site and ensuring the visitor follow the badge requirements listed below. Should an unplanned visit occur, an IT/Building Maintenance sponsor is still required to complete the sign-in log.

ESCORTED VISITORS: This includes, but is not limited to, visitor on site to perform building repairs, conduct product installations and maintenance, or meet with staff.

PROCEDURE:

Steps to follow if the visitor has been back grounded

- The visitor will go to the sign in area in the front reception area and state their business. All City of Roseville employees from other buildings must show their identification badge.
- Ask the visitor if they will be performing work within the IT Department
- If they are on site to conduct work, verify that they have been back grounded (Look at list located at the back of the log in book to see current list of approved visitors)
- If the individual has been back grounded and has been cleared by DOJ and FBI then ask the visitor to log in
- If the business is valid, the visitor will sign in listing the following:
    - Date
    - Name
    - Company that they represent
    - Badge Number
    - The person they are here to see
    - The arrival time

- After signing in, the visitor shall wear the security badge on a lanyard or pulley.
- **These identification badges should be worn in plain sight.**

  Assigning a particular identification badge
    - If computer room assess is needed, please assign a badge that allows Computer Room access (there will be a sticker on the back)
    - All other badges will allow visitors to enter and exit doors within IT
    - **Upon leaving the building, the visitor's badge will be returned and the visitor will sign out.**

Identification badges are located in the top right hand drawer of Wendy's desk.

Steps to follow if visitor has NOT been back grounded

- The visitor will go to the sign in area in the front reception area and state their business. All City of Roseville employees from other buildings must show their identification badge
- Because the visitor has not been back grounded, they will need to be accompanied by an IT/Building Maintenance Sponsor while in the IT Facility **and will not be assigned a badge.**
- Upon completion of their visit, they will sign out on the log sheet.

Steps to follow if an IT employee has forgotten his/her badge

- The employee will go to the sign in area at the front desk and sign in to the Visitors log book.
- A visitor's badge will be assigned to them and returned at the end of the work day.

Records Management

A sign-in log book will be maintained at the reception area of the Information Technology facility as well as the Police computer room, Mahany Backup Facility and the Radio Towers.
These log books will be kept for 1 year.

In lieu of finger printing, all visitors conducting work on the premise of IT shall be covered by their company's insurance policy and the contract that has been signed between the City of Roseville and the company that is doing the work in IT. If the work is being done on the premise of the Police Department, then all security policies for the PD will be applicable.

Reference: