

Oregon Public Employees Retirement System	Posted date June 21, 2010	Number 1.10.01.01.005.POL
Signature <i>Paul Cleary</i>	Approval date June 4, 2010	Page 1 of 6
Policy:	Physical Security – Facility Access Controls	
Objective:	Provides guidance on managing physical security of agency facilities.	
Reference:		

Policy

This policy applies to all individuals who work within agency facilities. This includes the office space located at 68th Parkway (HQ) and SW 72nd Avenue in Tigard and office space located in Salem at the state Archives building (Archives). It is the responsibility of the host to ensure visitors are properly monitored and escorted in compliance with this policy.

Facility access - employees and authorized contractors

All agency facilities are controlled access environments with the exception of public areas identified in this policy. Only authorized personnel with official business are allowed entry into designated work areas. Individuals should not be in agency facilities more than 30 minutes before and/or after their scheduled shifts without management approval.

All employees and contractors will need to be issued two types of cards to access the facilities. An access card allows entry into designated areas and a photo identification badge provides a visual means to identify employees and contract staff. In some cases, employees may also need a physical key to access their work area.

Employees and contractors are provided photo identification badges for ease of identification within the facilities. Employee photo identification badges display blue markings with the word “Employee” printed on them; contractor photo identification badges display red markings with the word “Contractor” printed on them. Photo identification badges are to be worn at all times while within the facilities and displayed above the waist in plain sight. Photo identification badges are not substitutions for access cards.

Facility access – visitors

The office space at HQ in Tigard has a designated public area, which consists of the reception area, restrooms, and Boardroom on the second floor. This designated area can be accessed by the public unescorted during posted business hours only (8 a.m. to 5 p.m. Monday through Friday). Visitors may also attend PERS events in the designated public area that are scheduled outside of normal business hours, such as retirement workshops, without an escort.

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The office spaces at 72nd Avenue and Archives have public areas that are maintained by their respective property owners and fall outside the scope of this policy.

To go beyond the public areas in agency facilities, visitors are required to be escorted by an authorized PERS employee or contractor. Visitor badges, which display yellow markings with the word "Visitor" printed on them, are available at the reception desk at HQ, the administrative assistant at 72nd Avenue office, and the agency's reception area on the second floor in the Archives building. Designated employees at these offices manage the control of visitor badges using a sign-in log to check visitors in and out of the facility.

Management of physical keys, access cards, and photo identification badges

Access cards and photo identification badges are issued by the Technical Support HelpDesk at HQ. Physical keys are issued and managed by the agency's Facilities Services manager. It is each employee's responsibility to provide appropriate protection of his or her physical key, access card, and photo identification badge to prevent unauthorized use.

Managers authorize the issuance of physical keys, access cards, and photo identification badges for their employees by using the appropriate request forms. Managers pick up access cards for their employees at the Technical Support HelpDesk. Under no circumstances will active access cards be sent through the interoffice mail system. If the employee is starting on a new employee orientation day, Human Resources employees can pick up badges for issuance to new employees. Employees or contractors authorized to be issued a physical key can obtain the key from the agency's Facilities Services manager. The Facilities Services manager maintains an inventory of keys issued and returned. Employees and contractors must sign for receipt of the physical key. The physical key is the responsibility of the employee or contractor issued the key and must not be given to any other person.

New employees and contractors are scheduled by the Technical Support HelpDesk to have their photos taken when a request is received to have an access card established. Photo identification badges are issued during this appointment.

Deactivation of access cards and return of physical keys

Managers are responsible to ensure the timely return of physical keys and deactivation of an access card when an individual leaves PERS employment or when access requires immediate restrictions. The supervising manager or division administrator can request terminating or restricting access of an employee or contractor via e-mail or by calling the Technical Support HelpDesk.

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Lost or damaged physical keys and access cards

In the event of a lost or damaged access card, the employee or manager must call the Technical Support HelpDesk and request immediate deactivation of the lost or damaged card to minimize the potential for unauthorized access into agency facilities. Managers must submit a request for issuing a new access card.

In the event of a lost or damaged physical key, the employee or contractor must contact the agency's Facilities Services manager and his or her immediate manager as soon as is reasonable.

Lost photo identification badges

Employees can contact the Technical Support HelpDesk to request a replacement photo identification badge. Employees can pick up badges at the Technical Support HelpDesk or request that they be sent through the interoffice mail system to the employees' managers for issuance. Managers and Technical Support HelpDesk staff verify the picture on the photo matches the employee receiving the badge. Temporary photo identification badges without a picture are available at the HQ reception desk and by calling the administrative assistant at the 72nd Avenue office until a new photo identification badge is processed.

Request for changes to photo identification badge

Managers can request changes to the information on the photo identification badge when an employee moves to a new section or changes his or her name by sending an e-mail to the Technical Support HelpDesk. The Technical Support HelpDesk will issue an updated badge. Employees should turn in old badges to their managers for destruction. Returning photo identification badges to the Technical Support HelpDesk is not necessary because they do not provide access to agency facilities.

Access card - special access

There are instances when access cards are required for special groups of guests who visit our facility on a regular basis. If access cards are deemed necessary for these individuals, they will remain in an inactive state except for the time period(s) they are in the facility.

Designated employees will have a limited number of inactive access cards for use. When special access is needed, the designated employee will notify the Technical Support HelpDesk to activate the access card by providing the card number and the specified time access is needed. Designated employees will maintain a control log of when access cards are used and by whom.

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Forgotten access cards

Employees who forget their access cards can obtain temporary cards with management approval. The request can be accomplished via phone or e-mail since employees are already in the system. Technical Support HelpDesk employees do not have the authority to issue an access card without management approval.

Employees should contact their managers to receive a temporary replacement card. Employees can only have one active card at a time; therefore, the HelpDesk will need to disable an employee's regular card. Once the temporary card is replaced, the regular card will be reactivated.

Access times

Access times are based on the agency's operational hours, employee work schedule, and the employees' business needs to access the facilities. The access times listed below allow entry into all general work areas within the facilities. Managers should indicate on access card requests the times that most closely cover the work hours of the employees. The hours listed below are for employee access purposes only and are not published business hours for the public.

Public hours: 7:30 a.m. – 5:30 p.m. (This covers those individuals who are more closely associated with an 8 a.m. to 5 p.m. work schedule Monday – Friday.)

Standard work hours: 5 a.m. – 7 p.m. Monday – Friday (This covers those individuals who normally work during the times the network is operational for conducting business activities.)

Extended work hours: 5 a.m. – 11:59 p.m. Monday – Friday (This covers those individuals who are normally scheduled in a broader range of times in support of business activities.)

Saturday work hours: 6 a.m. – 4:30 p.m. Saturday (This covers those individuals who are regularly scheduled for Saturday work.)

24-hour access – Management and other individuals designated by management. (This covers access for management staff and those designated as needing access for 24-hour, 7-day coverage.)

Access zones

Access zones allow entry into a particular area within the facilities. Zones are controlled by individual key pads throughout the facilities. General zone access allows entry into most areas. There are areas within the agency that are designated restricted access and require the approval of the controlling manager or division administrator.

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The following restricted access zones in the HQ building require additional management approval from the designated owner(s) of these areas:

- Facilities Services (formerly known as Auxiliary Services)
- HR file room
- HR manager's office
- Image and Information Management (IIM) – records and film repository
- Technical Operations Section (TOS) area
- Computer server room
- Telecom and PBX server rooms

E-mail approval from the controlling manager to allow access into restricted areas is acceptable. General access areas, such as elevator access, can be restricted by hours of operation or limited to specific groups of individuals. Request for restriction of general areas requires an Information Security Board review.

Reports

The Technical Support HelpDesk provides two reports to assist in the management of access cards.

- Access cards due to expire. This monthly report provides a list of individuals whose access cards are close to expiration. Managers can extend the date by submitting an e-mail request to the Technical Support HelpDesk. Managers need to notify the Technical Support HelpDesk immediately if a cardholder is no longer with PERS and the proximity card is showing active. Access needs to be changed immediately.
- Quarterly review of access cards. This quarterly report provides a list of all employees that have active proximity cards. Managers review this list and provide updates as appropriate to the Technical Support HelpDesk. Managers need to notify the Technical Support HelpDesk immediately if a card holder is no longer with PERS and the access card is active. Access needs to be changed immediately.

The Facilities Services manager produces a quarterly report for distribution to management indicating which employees or contractors were issued keys and the level of access provided by the keys. Management must notify the Facilities Services manager as soon as reasonable if the employee or contractor no longer needs a key. Management is responsible for returning physical keys to the agency's Facilities Services manager as soon as reasonable.

Training and orientation

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New employees receive instruction on the agency badge systems during their initial employee orientation. Initial training is conducted in association with the Information Security Program and provides guidance on the use and display of access cards and photo identification badges.

Continued education is conducted through articles in internal communications or publications and during regularly scheduled staff meetings at all levels within the agency.

Challenging access

Employees and contractors are responsible for helping ensure only authorized persons enter agency facilities beyond the designated public area. Individuals are encouraged to challenge an unrecognized person not displaying an appropriate photo identification badge or a visitor without an authorized escort outside the designated public area. It is not necessary to challenge visitors in the designated public area during posted business hours. Individuals not comfortable challenging someone should contact management immediately.

Door security

Individuals are responsible to ensure all doors requiring badged entry are properly closed and latched to avoid unauthorized access into the agency's facilities. This includes doors leading to restricted areas from designated public areas at all times, as well as external public doors. These doors are not allowed to be propped open while unattended.

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