



Travis County Technology & Security Policies

Data Center and MDF/IDF Access Controls Policy

Policy #: TC-ITS-137

Approved By: Paul Hopingardner, County Executive, Technology & Operations

Version #: 1.4

Effective Date: May 30, 2015

Accountability & Responsibility

This policy is governed by the accountability and responsibility section found [here](#).

Purpose

The purpose is to implement policies and procedures to safeguard and limit physical access to Travis County's information systems and the facility or facilities in which they are housed, while ensuring that properly authorized access is allowed and preventing tampering, and theft.

Policy

Travis County ITS will limit physical access to all facilities, systems, and devices that under its control that collect, store, maintain, process, or transmit sensitive information to only those members of the workforce who have authorization to access them. These include third-party data centers and MDF/IDF closets in Travis County-owned facilities.

Travis County Facilities Management Department (FMD) is tasked with physical security and will safeguard Travis County owned facilities and equipment from unauthorized physical access, tampering, and theft. Travis County FMD should continually assess potential risks and vulnerabilities to sensitive information housed in those facilities and develop, implement and maintain appropriate safeguards to ensure compliance with the requirements of the impacted regulation.

Procedure(s)

Main Distribution Facility (MDF) and Intermediate Distribution Facility (IDF) Access Procedures

Process

1. The requesting department representative will email to the ITS Service Desk the following:
 - a. Employee Name
 - b. Department
 - c. Building and floors requested
 - d. Reason for the request
 - e. Proof of CJIS Authorization
2. ITS will review the request and, if granted, authorize the individual access to the affected MDF/IDF rooms.
3. Access will be by card access rather than physical keys so that access may be tracked.

Access Process

When the authorized employee requires access for any reason, they will open a request with the ITS Service Desk, stating the following:

- the exact room they will be accessing
- the data/time
- reason for the use of the access
- expected duration of the access

The request ticket will be assigned to the ITS Site Ops team for documentation purposes.

MDF/IDF Connections

At no time is anyone to connect any patch cable to a network switch or device in the IDF/MDF room without explicit instructions from ITS LAN/WAN team identifying the exact port(s) to connect.

No patch cables are to be removed without explicit instructions from ITS LAN/WAN team. This policy also includes re-seating of cables.



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If the reason for the access is to connect or move a device, the request for access must be preceded by a request to the ITS Service Desk for port assignment. Then await call back or email from the LAN/WAN team for instructions on which ports to work with.

Report Damages to any Information Technology Facilities

1. Immediately report any break-ins, thefts, or tampering—suspected or actual—to the ITS Service Desk.
2. Report to law enforcement, if necessary.
3. Document findings.
4. The CIO, or their designee, investigates the matter.
5. After the investigation is completed, the CIO, or their designee, makes its own report of the investigation and findings.
6. Recommendations are discussed and made for improvements with follow-up required.

Policy Revision

Version	Purpose/Changes	Editor	Date
1.0	Travis County Information Technology Services Information Security Policies Creation	Randy Lott	05/30/2015
1.1	Updated policy to include FMD or departmental FMD responsibility for physical access and control.	ITS Policy Committee	06/05/2016
1.2	Merged Information Technology Facility Security Policy (207) and MDF/IDF Access Control Policy (208).	ITS Policy Committee	06/05/2016
1.3	Updated name of CIO. Update delineation of duties between FMD Physical Security and ITS responsibilities in Data Centers and IDF/MDF.	Randy Lott	12/18/2017
1.4	Updated policy number from 205 to 137 and updated approver's title.	Joyce Miller	11/20/2019