ITS Machine Room Guidelines

The Frey Information Technology Services Center is a high-security work area. The following are general guidelines designed to create and maintain a secure, safe, and functional machine room environment for our staff, vendors, and visitors.

Placement of Equipment
1. The Operations Manager must be notified when equipment requiring floor space in the machine room is ordered, to determine location and space needed for the device.
2. The Operations Manager must be advised of the power and plug type required to serve the ordered equipment.
3. PCs and Monitors should be housed in racks or on server shelves. Do not put monitors on the top of server racks or cabinets. The FM-200 System can easily force them to fly into other equipment causing extensive damage.
4. Any new racks should have the same basic size and color to conform to the visual design of the machine room.
5. The machine room will not be used for long term storage. Installation of new equipment should be completed as soon after delivery as possible.
6. All old equipment being removed will follow the same general guidelines (coordinate the scheduling of equipment removal with the Operations Manager). Any equipment housed in the machine room must be removed within six months of the time it is taken out of production use.
7. Nothing shall be stored under the raised floor in the machine room.

Equipment Owner’s Responsibilities
1. All equipment will be tagged with the name of the group responsible for servicing the equipment. The tag will include the department name, a contact person, and the contact person’s work and home telephone number for emergencies. These tags are available in the Operations Manager’s office.
2. The Operations Manager should be given written documentation for any instructions regarding monitoring requirements of the equipment. The special instructions form is located in the Operations Manager’s office.
3. No combustible material should be left in the machine room overnight. Disposal of all refuse (cardboard, Styrofoam, plastic, pallets, etc.) is the responsibility of the person(s) installing the device. Please see that the refuse is removed from the machine room daily.
4. Do not block aisle/access paths. Collect and neatly stack materials being utilized or discarded while work is “in progress”.
5. Manuals, invoices, Kim wipes, etc. must be stored in metal cabinets except when needed for work in progress.
6. When working under the raised floor, be especially careful of cables, fire detectors, water leak detection wires and other sub floor devices and equipment.
7. No food or drink is allowed at anytime in the machine room.

Machine Room Access
1. Only personnel with a need to work in the area on a frequent basis will be allowed card access.
2. Persons other than ITS personnel are permitted in the machine room only under the following circumstances:
   - They are full-time staff working in the employ of vendors providing services to ITS.
   - They are full-time staff of Louisiana State University working on a system owned by an LSU department housed in the machine room under terms specified in an ITS agreement.
   - They are being escorted by a full-time ITS staff member as part of a tour of the facilities.
3. All persons entering the machine room should have a visible ITS staff id, a visitor’s access card, or a visitor’s pass.
4. All authorized personnel entering the machine room area after normal work hours (Monday through Friday from 8:00 a.m. to 4:30 p.m.) should notify the Command Center personnel prior to entering the machine room.
5. Because of the area’s high security level, tours are discouraged. Any scheduling of tours must have the prior approval of the Operations Manager.

**ITS Personnel**

1. All ITS personnel who require card access to the machine room must get approval from their Department Director and the Executive Director of Computing Services. Access authority will be reviewed on a yearly basis by the ITS directors.
2. All ITS personnel not having authorized access to the machine room must be accompanied by ITS personnel with access authority. These people will be responsible for unauthorized person(s).
3. All authorized personnel coming into the machine room after normal business hours or on weekends should notify the Command Center personnel.

**Other LSU Campus Departments and State Agencies**

Other campus departments and state agencies who house equipment in the machine room whose personnel need machine room access will be placed on the “Machine Room Access List”. Request for machine room access must be approved by the NIR Executive Director and the Security Officer.

1. Persons wanting access to the machine room must first present a valid id or driver’s license. The name on the id must match the name on the machine room access list. Each authorized person will sign in and receive a visitor access card which will allow them access to the machine room.
2. Should anyone accompanying the authorized person not be on the list, that person will sign in and receive a visitor pass. The authorized person will be responsible for all unauthorized visitors accompanying them.
3. All visitors must sign out and turn in their visitor access card or visitor pass before leaving the building.

**Visitor Access Cards** will allow machine room entry when the card is swiped.
**Visitor Passes** will not open the machine room door, but will identify that person as a visitor who is accompanying a person with a visitor access card or an ITS ID access card.

**All Other Visitors (Not on the Machine Room Access List)**
1. Unauthorized person(s) visiting the machine room will sign in and receive a visitor pass. Person(s) with a visitor pass must be accompanied by an authorized ITS employee or a visitor with machine room access authority. At no time shall a person with a visitor pass be left unaccompanied in the machine room.

2. Upon leaving the machine room, visitors must sign out and return their pass.

*Contractor Cards* will be issued to Facility Service personnel and contractors requiring access to the machine room after hours and on weekends. During business hours, this card will be issued from the building security officer in the business office on the second floor of ITS.

**At no time should the two emergency exit doors in the machine room be used for any reason other than for an emergency evacuation of the machine room. To minimize machine room traffic, use the building exits instead of using the machine room as a short cut through the building.**