

 California DEPARTMENT OF TECHNOLOGY		3102	
VISITOR ACCESS PROCEDURE			
OWNER:	Administration Division, Facility and Administrative Services Branch	ISSUE DATE:	2/6/2008
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SECTION 1 – INTRODUCTION

This Procedure was written to address visitor access to Office of Technology Services (OTech) facilities. This Procedure ensures that the confidentiality, integrity, and availability of OTech assets are maintained and employee responsibilities for their visitor(s) are clearly defined.

SECTION 2 – STANDARD REQUIREMENTS

Visitors are required to have an OTech sponsor. The OTech sponsor is the employee responsible for bringing the visitor(s) onsite and ensuring that the visitor follows the badge requirements listed below. All visitors are required to enter and exit the facility via the main facility entrance located by the reception area. Should an unplanned visit occur, an OTech sponsor is still required to complete an online [Visitor Log](#).

The security guard may request to inspect backpacks, laptops, hardware devices, etc. upon entry and exit to the facility.

Escorted Visitors

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

1. Complete the online Visitor Log (via the Intranet) at least one (1) business day **prior** to the visitor's arrival.
2. Enter and exit the facility via the main facility entrance.
3. Upon arrival, obtain an escort and be issued a badge.
 - a. The badge must be worn at all times and on their outer most garment.
 - b. Badge sharing among visitors is prohibited.
4. Complete the Property Transaction Form, TECH 254, if equipment is brought into the facility.
5. Return the badge to the front desk reception prior to leaving.

Unescorted/Photo Identification Badge Visitors

Visitors that have a photo identification (ID) badge do not require escorts.

1. Photo ID badges will have a different color badge than OTech employees.
2. Requests for photo ID badges must be submitted by the visitor's OTech sponsor.
3. The OTech sponsor will ensure the following forms are completed.
 - a. Badge Access Form, TECH 255
 - b. Property Transaction Form, TECH 254 (if necessary)
4. Submit original forms (above) to the Security Management Branch, Site Security Unit, where they will be verified for the required information and delivered to the Badge Office.
5. When the visitor(s) reports, OTech security guards will register the visitor(s) account into the appropriate log systems, i.e.: Access Control System, etc., and take the visitor's picture.
6. These visitors must adhere to the badge requirements listed below:
 - a. Badge must be worn at all times.
 - b. Badge must be worn on outer most garment.
 - c. No piggybacking through access doors.
 - d. No badge sharing or providing access with the badge.
 - e. Badge in at badge readers.
 - f. Only one person at a time at entry/exit points.
 - g. Inform the Security Management Branch if a badge is lost or a visitor leaves without surrendering their badge.
 - h. Enter and exit the facility via the main facility entrance located by the reception area.

Unescorted/Non-Photo ID Badge Visitors

These visitors are typically Tenant Managed Services customers.

1. Ensure that an updated ongoing Visitor Log is completed via the Intranet.
2. Upon arrival, these visitors will be issued a badge for that day only; the badge must be returned to the front desk reception prior to leaving.
3. These badges will have a different color than the OTech employees.
4. These visitors do not require escorts while onsite.
5. These visitors must adhere to the badge requirements listed below:
 - a. Badge must be worn at all times.
 - b. Badge must be worn on outer most garment.
 - c. No piggybacking through access doors.
 - d. No badge sharing or providing access with the badge.
 - e. Badge in at badge readers.
 - f. Only one person at a time at entry/exit points.

- g. Inform the Security Management Branch if a badge is lost or a visitor leaves without surrendering their badge.
 - h. Enter and exit the facility via the main facility entrance located by the reception area.
 - i. Complete and re-submit a badge form when visitor badge(s) expire.
6. Please reference 3111 – Tenant Managed Services Security Standard and 3112 – Tenant Managed Services Access Procedure.

Minor Children

Minors and OTech sponsors must adhere to the same set of procedures when visiting an OTech facility.
Minor children are not permitted in the Computer Room area!

The OTech sponsor responsible for the minor's visit must:

1. Ensure that the minor does not remove OTech property from the facility.
2. Ensure that the visitor badge is returned to the front desk.
3. Ensure that the visit is not disruptive of OTech's operational mission and/or the operational mission of the requesting employee's branch and/or unit.

Deliveries

The following criteria pertain to OTech deliveries to the facilities:

1. Only Property Administration and Facilities Warehouse Staff are authorized to accept deliveries.
2. Deliveries are subject to procedures for mandatory inventory, authorization check and Service Request approval prior to distribution within OTech.
3. Unexpected arrival of items without the proper approvals may be subject to rejection or delayed distribution.
4. Employees and visitors are prohibited from receiving unreasonable personal deliveries at an OTech facility.

SECTION 3 – APPLICABILITY AND EXCLUSIONS

- A. Depending on the visitor's business engagement with OTech, unescorted visitors with a photo ID badge (described in Section 2) may not be required to surrender their badge to the front desk upon exiting the facility. This arrangement must be made with the OTech sponsor.
- B. This Procedure applies to visitors accessing any OTech facility. Direct any questions regarding the applicability of this Procedure to the Security Management Branch for clarification.
- C. Exceptions to this Procedure must be documented and will be considered on a case-by-case basis. Requests for an exception to this Procedure must be submitted via the Security Policy/Standard Exception Request Form, TECH 358.

SECTION 4 – AUDITING AND REPORTING

- A. Auditing may be performed on a periodic or random basis by the Security Management Branch or its designees. In the event an audit determines this Procedure is not being applied, notification will be sent to the appropriate person for remediation.

- B. Any known violations of this Procedure must be reported to the California Department of Technology Chief Information Security Officer and the reporting employee's immediate supervisor.

SECTION 5 – AUTHORITY/REFERENCES

[3111 – Tenant Managed Services Security Standard](#)

[3112 – Tenant Managed Services Access Procedure](#)

[Security Policy/Standard Exception Request Form, TECH 358](#)

Please contact your OTech Customer Representative for the below documents:

3100 - Asset Protection Policy

Badge Access Form, TECH 255

Property Transaction Form, TECH 254