Procedure: **Security Alarm System Deployment and Use**

Authority for Procedure granted by UWG PL 7009, Access Control and Security Systems Administration.

Per [Board of Regents (BOR) Policy 6.1.5](#), Campus Security and Police have a duty to create and implement “policies, standards, and practices” that “maintain the safety and security of the campus environment.” Security Alarm systems are used primarily to secure and protect campus property and resources. Thus, the authority to regulate, issue and maintain Security Alarm Codes at the University of West Georgia (UWG) lies with the UWG Police Department (UPD).

An essential element of security is limiting Security Alarm access to only those persons who are authorized by their direct Supervisor and a University Authorizer(s). Issuance of Security Alarm Codes must be diligent, systematic, and regularly audited, as inadequately regulated and maintained Security Alarm Code access may result in poor security and risk to life, health, and property. Each Unit shall adopt and implement this Alarm Code Authorization Procedure relating to the issuance of Security Alarm Codes for all University Facilities containing a Security Alarm system. All Units are responsible for compliance to ensure the protection of University resources.

### A. Security Alarm Procedure

To begin the process of obtaining a Security Alarm Code, a Work Information Center (WIC) ticket should be created by either calling 678-839-6311, emailing wic@westga.edu or completing the online [Service Request Form](#).

The WIC request should include the name and UWG ID (917#) of the Code Holder and the exact location(s) to which the Code Holder needs access. WIC will create a work order and contact the UPD Security Alarm Manager.

The Security Alarm Manager will contact the requestor, if necessary, to gather any missing information needed to create an Alarm Code Authorization Form (*form generated by Access Control Manager*). The Alarm Code Authorization Form will include the following information:

1. process of receiving an alarm code, the importance of maintaining alarm code confidentiality, and actions to take if the alarm code is compromised or forgotten.
2. exact locations the alarm Code Holder needs access.
3. alarm code’s level of access.
4. work order number created by WIC.
5. brief explanation of how to Disarm and Arm a Security Alarm and how to clear faults using the keypad.
6. electronic signature lines for the Code Holder, their Supervisor, and the required University Authorizer(s).

The Security Alarm Manager will email the Alarm Code Authorization Form to all involved parties, and a finalized signed copy will be automatically emailed to all involved parties.

The finalized copy will be uploaded to the WIC ticket. The document can be securely stored in accordance with records retention guidelines. The Security Alarm Manager will create and assign the Security Alarm Code, restricting access to the location(s) agreed upon in the Alarm Code Authorization Form. The Security Alarm Code will be privately emailed directly to the Code Holder, and the work order ticket will be closed. After a Security Alarm Code is assigned, Code Holders may contact Access Control with questions about operating (e.g., training, code resets, concerns of confidentiality and/or compromise, etc.) a Security Alarm system.

### B. Security and Response Integrity
Access to many buildings on campus requires a two-fold authorization process. The first part of this process is the acquisition of the Security Alarm Code per the outlined procedure above. The second part is acquiring the proper key and/or card swipe access from the Access Control department to gain entry into buildings. Both parts of this process are equally important, and UWG employees must have both before being admitted into the desired building.

UPD personnel will NOT grant access to any building or location with only one of the two parts of access described above, as both are needed to verify authorized access. Employees will be advised to contact their Supervisor. The Supervisor is then required to escort the employee throughout the execution of their duties in restricted areas. Supervisors must request all required access from Access Control for their subordinates. It is equally essential for supervisors to be sure their subordinates are adequately trained on the operation of the Security Alarm systems to which they have access.

Whether through a lack of training, not having a Security Alarm Code, or simple negligence, false activations of Security Alarms have become rampant in recent years. These false activations are costly to the UPD in time and resources. Therefore, a false activation fee of $25 may be billed to the department that employs anyone who falsely activates a Security Alarm system for any reason. To help remind all Supervisors to obtain all required access for their subordinates, there will be a grace period of five false activations per department/fiscal year before a fee is billed.

**Definitions**

**Code Holder** - UWG employees, current UWG students, contractors, or vendors entrusted by a University Authorizer(s) to have Security Alarm access to one or more locations via a personalized code unique to that individual.

**Security Alarm** - Any analog or digital device(s) used to further secure the inside of University Facilities past initial access control devices on the outside of the building (requests a University police response when triggered). Security Alarms (i.e., keypads, door breach sensors, window breach sensors, motion detection sensors, furniture-mounted panic alarm buttons, mobile panic alarm buttons, smoke/carbon monoxide sensors, etc.) may secure the whole or part of the University facility.

**Security Alarm Manager** - A UPD employee who, operating on behalf of the Chief of Police, acts as the campus liaison for alarm system vendors and who maintains, updates, inventories, and regulates access to the alarm systems campus-wide.

**Unit** - Any college, department, research center, business service center, auxiliary service center, office, or other operating units.

**University Authorizer(s)** - Employees in a position of authority over any area to which a Code Holder is requested to have Security Alarm Code access. These authorizers may include Directors, Department Chairs, Deans, Vice Presidents, Associate Vice Presidents, and the President.

**Work Information Center (WIC)** - Work Information Center (part of Facilities Development and Sustainability), which receives and assigns service requests such as requests for Security Alarm Codes.

**Forms**

Work Information Center (WIC) [Service Request Form](#)