

SECURITY ALARM CODE POLICY AND PROCEDURE

Purpose

An essential element of security is limiting Security Alarm access to only those persons that 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 department shall adopt and implement this Policy and follow the Alarm Code Authorization Procedure relating the issuance of Security Alarm Codes for all University Facilities containing a Security Alarm system. All units and departments within the scope of this Policy are responsible for compliance to ensure the protection of University resources.

Authority

In accordance with Board of Regents policy, the duty to create and implement “policies, standards, and practices” that “maintain the safety and security of the campus environment” lies within the scope of responsibility of the Police Department employed by each USG institution. Security Alarm systems are used primarily as a means to secure and protect campus property and resources. Thus, the authority to regulate, issue and maintain Security Alarm Codes on the UWG campus lies with the UWG Police Department.

Definitions

AIM — An integrated workplace management system, operated and controlled by Facilities and Grounds, used to quickly and efficiently assign project requests and track the work completed on those projects.

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 and which requests a University Police response when triggered. Security Alarms may secure the whole or only a part of the University Facility and include, but are not limited to, such devices as: keypads, door breach sensors, window breach sensors, motion detection sensors, furniture mounted panic alarm buttons, mobile panic alarm buttons and smoke/carbon monoxide sensors.

Security Alarm Manager — A University Police Department employee who, operating on the 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.

University Authorizers — UWG employees in positions of full authority over any area a Code Holder is requested to have Security Alarm Code access to. These authorizers may include Directors, Department Chairs, Deans, Associate Vice Presidents and the President.

W.I.C. — Facilities and Grounds' Work Information Center, which receives and assigns service requests such as requests for a Security Alarm Codes.

Procedure

To begin the process of obtaining a Security Alarm Code to any location on campus a W.I.C. ticket should be created by either calling the Work Information Center at 678-839-6311, emailing wic@westga.edu or filling out the online Service Request Form found here: <https://www.westga.edu/administration/business-and-finance/cpf/service-request-form.php>. The W.I.C. 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. W.I.C. will create a work order in the AiM software 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. The Alarm Code Authorization Form will include the following information:

The 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.

- The exact locations the alarm Code Holder needs access to.
- The alarm code's level of access.
- The work order number created by W.I.C. in AiM
- A brief explanation of how to Disarm and Arm a Security Alarm and how to clear faults using the keypad.
- Electronic signature lines for the Code Holder, their Supervisor and the required Authorizer(s).

The Security Alarm Manager will email the Alarm Code Authorization Form to all involved parties via Adobe Sign, and an updated copy will be automatically emailed to all involved parties when each signature is submitted.

Once the Alarm Code Authorization Form has been signed by all parties, the Security Alarm Manager will upload the document to AiM under the work order created by W.I.C. The document can be securely stored on the AiM servers for years. The Security Alarm Manager will, then, create and assign the Security Alarm Code, restricting it to only access 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 cleared from AiM.

Once a Security Alarm Code has been assigned, the Code Holder may contact the Security Alarm Manager at any time if they have forgotten their Security Alarm Code or if they are concerned that its confidentiality has been compromised. Code Holder may, also, contact the Security Alarm Manager with questions about or training on how to operate a Security Alarm system.

Access Levels and Authorization Requirements

Each Access Level has required authorization that demands signed approval from University Authorizers on an Alarm Code Authorization Form. Some Access Levels may require more than

one Director, Chair, Dean or AVP to sign their approval since a University Authorizer may only sign to approve the issuance of a Security Alarm Code for locations over which they have full authority. Every Security Alarm Code approval also requires the signature of the Code Holder and their direct Supervisor. The following table displays the Access Levels, their required authorization and examples of each:

Access Levels	Authorization Required	Examples
1 – Campus Wide	President, Supervisor & Code Holder	UPD Officers needing access to all locations on campus to properly perform their duties
2 – Multiple Buildings	Dean/AVP, Supervisor & Code Holder	Maintenance, ITS or Custodial employees needing access to every part of more than one building to perform their duties
3 – Full Building	Dean/AVP, Supervisor & Code Holder	Custodians or Departmental Associates needing access to every part of a single building within their scope of duty, responsibility or authority
4 – Multiple Partitions	Director/Chair, Supervisor & Code Holder	Faculty or Staff needing access to multiple parts of a single building within their scope of duty, responsibility or authority
5 – Single Partition	Director/Chair, Supervisor & Code Holder	Faculty or Staff needing access to a single part of a single building within their scope of duty, responsibility or authority

Roles and Responsibilities

AVPs and Deans are responsible to authorize the issuance of any Security Alarm Code requiring access to a full building (Level 3) or multiple full buildings (Level 2) for the University Facilities allocated to their department.

Code Holder is responsible for maintaining confidentiality of their personal Security Alarm Code and informing the Security Alarm Manager and their Supervisor if that confidentiality is compromised. Code Holder is further responsible for obtaining key and/or card swipe access from Access Control for the location(s) they have Security Alarm Code access to.

Department Chairs and Directors are responsible to authorize the issuance of any Security Alarm Code requiring access to a single partition (Level 5) or multiple partitions in a single building (Level 4) for the University Facilities allocated to their department.

Security Alarm Manager is responsible for determining the level of access required by the requested Security Alarm Code, establishing whom the appropriate University Authorizer(s) and Supervisor(s) are, creating an Alarm Code Authorization Form for each request, obtaining signatures from all involved parties in the Security Alarm Code Authorization process and

retaining the signed form through the AiM software. Security Alarm Manager is further responsible for assigning, activating and privately issuing the Security Alarm Code to the Code Holder and for the training of new Code Holders on how to Arm and Disarm the security alarm and how to clear faults.

Supervisors are responsible to authorize the issuance of any Security Alarm Code of any access level that is required by any of their direct subordinates. Supervisors are further responsible for requesting key and/or card swipe access from Access Control for their direct subordinates who they have authorized to have a Security Alarm Code. Note that Supervisors may also be University Authorizers. A University Authorizer—with full authority over the access level required—who authorizes the issuance of a Security Alarm Code for a direct subordinate eliminates the need for another Supervisor's authorization.

The President or their designee is responsible to authorize the issuance of any Security Alarm Code requiring access to all University Facilities campus wide (Level 1).

Security and Response Integrity

Access to many buildings on campus requires a two-fold authorization process. One piece of this process is the procedure described above for acquiring a Security Alarm Code. The other piece is acquiring the proper key and/or card swipe access from the Access Control department to gain entry into the outside of the building. Both pieces of this process are equally important, and UWG employees must have both pieces of access before being admitted into the desired building.

University Police personnel will no longer grant access to any location on campus to employees with only one of the two pieces of access described above, as both pieces of access are needed to verify authorized access. The employee will be advised to contact their Supervisor, and the Supervisor will be required to escort that employee throughout the execution of their duties in the restricted area. Thus, it is imperative that UWG Supervisors request all required access from the Security Alarm Manager and Access Control for their subordinates. It is equally important 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 a rampant issue in recent years. These false activations are costly to the UWG Police Department in time and resources. Therefore, a false activation fee of \$25 will be billed to the department that employs anyone who falsely activates a security alarm system for any reason. However, in an effort to help remind all Supervisors to obtain all required access for their subordinates there will be a grace period of five false activations per fiscal year before the fee is billed.