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|  | ICT Business Systems -  Communications Rooms Secure Access Procedure |

# Purpose

This procedure is to control access to Melbourne Airport Communications facilities.

# Scope

This procedure is for ICT Service Desk and IT Facilities staff to analyse and control access to communications facilities. The procedure is the control measure for the Communications Rooms Secure Access Policy.

# Definitions

Melbourne Airport ICT communications facilities are defined as all Melbourne Airport owned and operated rooms throughout the Terminals 2,3 & 4, Car Parks, Aprons and outbuildings. The rooms can also accommodate tenant racks and equipment from Airlines or other business tenants, however they will all contain Melbourne Airport ICT assets.

Rooms that are specifically leased to tenants who in turn control the space as part of their tenancy is exempt from this policy. This includes Telecommunications service provider “Spectrum rooms” and tenant specific communications rooms within tenanted areas.

The Airport Main Distribution Frame (MDF) room access can also be coordinated through ICT, however this is not deemed to be an ICT Controlled space.

# Procedure

The following process must be followed in the described order to gain access into a communications facility.

1. Access is requested by contacting the Melbourne Airport ICT Service Desk either via email [ICTservicedesk@melair.com.au](mailto:ICTservicedesk@melair.com.au) or via a telephone call to **03 9297 1999**. The request needs to be submitted with a minimum of 2 working days notice. The request will be required to contain the following information:
   1. Location where access is required. If the actual room name is not known then a description of where the room is located must be provided.
   2. The door access control reader numbers if possible to access the door reader prior to the request. If not known then state that the reader number isn’t known.
   3. Staff ML (from their ASIC Card) numbers requiring access.
   4. What the access is required for, e.g. the specific task, related project, or sponsor of works and their contact details (Melbourne Airport project manager, builder, project number, Airline representative etc.).
   5. When the access is required for and the approximate duration required.
2. An assessment is to be made by the ICT Service Desk with regards to the supplied information to assess if access is actually required, or if any alternative is preferable (eg. escort by sponsor or other company). The actual works should be checked to ensure they will not disrupt services, and if the works have been previously identified by ICT. If the staff requesting the access has any problems with the supplied information then the ICT Service Desk will respond requesting the appropriate information be updated or supplied. The ICT Service Desk will also check the SharePoint induction register for currency of the staff members induction.
3. Once the ICT Service Desk is satisfied that the request is appropriate then one of the following procedures is then actioned.
   1. If the induction for the staff member is current an access request is forwarded to the security services department to add the requested access to the staff members card. This will be sent with the appropriate access category, and a scheduled end date for the access. The access request should be CC’d to the IT Facilities Management team to ensure the request is approved if contacted by the Security Services office for authority.
   2. If the induction is not current and needs to be renewed then the request is forwarded to the IT Facilities Management team to arrange an induction with the staff member or group requesting access. Once the induction is completed the IT Facilities Management team will then request access to the required space with a scheduled end date.
4. After the access has been applied the Security Services staff will then reply to the ICT requesting staff member with the acknowledgement that the access is applied. The requesting ICT member then needs to update the SharePoint induction register with the request date, expiry date, and details of why access was granted.
5. The ICT staff member then advises the requesting individual via email or telephone call of the acknowledgment of the access configuration, and also of the configured end date for the access.

# Review

This procedure will be reviewed annually, or when known changes are required. The ICT Facilities Management team and the ICT Operations Manager will review the document.

# Document Control

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