

Campus Access Control Systems Administration SC

Service	Campus Access Control Systems Administration
Service Manager	Ben Hartung
Department	Residential Technology and Security Systems
Contact	McGinnies Hall Rm 154 ResNet Office, (716) 673-3668, resnet@fredonia.edu
Service Owner	AVP/CIO - Stephen Rieks
Description	<p>The Campus Access Control Systems Administration is the infrastructure support and administration for the ProWatch Enterprise Security Management Suite for Fredonia. As part of the integrated physical security systems for the campus, it includes the following services:</p> <ul style="list-style-type: none"> • Microsoft SQL Server (s) Support & Administration: database maintenance plans, optimizations and indexing, remote back ups, scripting and integration. • High Availability Software Support & Administration: Support and administration High Availability software, testing auto failover and manual rollback, database synchronizations and snmp monitoring. • Field Device Support & Administration: installation, configuration and troubleshooting: PW communication panels, iclass readers, contacts, REX, sounders, and strikes. • VanDyke VShell Server Support & Administration: Installation, configuration and support for VanDyke VShell Server Administration for sftp connections and file transfers. • Procurement & Property Control: NYS contract procurement, account reconciliations, and inventory control. • Server Hardware Administration: installation, configuration, administration and troubleshooting of server hardware: rack mounted servers, RAID controller configurations, firmware upgrades, chassis, drive and system health monitoring. • Server Operating Systems Administration: installation, configuration, administration and troubleshooting of Microsoft Windows Server environment. • ProWatch Enterprise Security Management Suite Advanced Application Support and Administration: license management, event and audit log archiving, user administration, role based access, and firmware upgrades. • Data Transfer Utility Administration & Systems Integration: Installation, configuration and support for ProWatch Data Transfer Utility and related integration w/ campus Student Information System (Oracle). • Project Management: The management of the initiating, planning, executing and closing of all projects related to service. • Facilitate Service Calls w/ Vendor: official point of contact for facilitating vendor support calls under university account. • SNMP Monitoring: Installation, configuration and management of SNMP monitoring group to include alert and device management. • Security Management: management of the following access control lists, firewall rules, user account privilege management, threat analysis, vulnerability and remediation, antivirus software and exceptions.
Service Users	<ul style="list-style-type: none"> • ResNet of the ITS Service Center • Faculty Student Associate Information Technology Services • University Police Department • Facilities Services Department
User Services	<ul style="list-style-type: none"> • Advanced application support and administration. • Data integration support and administration. • User and systems enterprise environment that is secure, stable and suitable to scale according to business needs.
Business Services	The services are only provided to the current list of service users due to security protocol and staffing limitation.
Technical Services	The services listed include all of the primary technical services.
Requirements	The requirements for using this service included the following:
Rates / Cost of Use	The cost of the service is split between university division based on the field device utilization percentage (e.g. residential vs. academic). There are licensing costs for servers, field devices, and system users.
Getting Started	FredQuest - ITS Incident Management System
Availability	<p>Hours: Monday - Friday 8:30am - 5:00pm</p> <p>Summer: Monday - Friday 8:00 am - 4:00 pm</p> <p>Emergencies - 24/7 based on the availability of support staff</p>
Getting Help	<p>By email: resnet@fredonia.edu</p> <p>By phone: (716) 673-3668</p> <p>In person: 154 McGinnies (Near the loading dock rear entrance)</p> <p>All requests for assistance are completed using FredQuest: https://fredquest.fredonia.edu/</p>
SLA Notes	<ul style="list-style-type: none"> • Users with emergency systems infrastructure issues can expect a response within 4 hours and should expect a resolution within 48 business hours of entering a ticket. • Change or new installation requests can expect a response within 36 hours and the resolution will depend on the scope of the request.
Business Procedures	Google Docs & Access_Systems (PGP Fredshare)
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by TAC and approved by the Service Manager (CIO) and Cabinet. Changes to the configurations, software, hardware or business procedures are reviewed monthly by the campus Security Systems Team.
Assigned Primary Support	
Assigned Secondary Support	

RACI Chart	Level	Responsible	Accountable	Consulted	Informed
	Primary	Ben Hartung	Ben Hartung	Security Systems Team	User
	Secondary	Mark Mackey	Ben Hartung	Security Systems Team	User
	Tertiary		CIO		
Date Last Modified	Jun 26, 2019				
Status	Active				

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