

Campus Access Control Services SC

Service	Campus Access Control Services
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>As part of the University's integrated physical security systems, the campus access control services include the following:</p> <ul style="list-style-type: none">• Clearance Code, Door Schedule, Logical Device and Configuration Management: facilitating requests for FredCard access for individuals to interior and exterior doors within residential and academic buildings; facilitating automated lock and unlock schedules for interior and exterior doors; passage mode configurations; and logical device management.• Security Compliance Reporting: developing and managing the security compliance reporting program.• End User Documentation: web content, UPD operations manual, MAPS administration, policies and procedures.

Service Users

- Campus-wide (students, employees, guests, affiliates, contractors and vendors)
- Building Access Control Coordinator(s) Listing:

Building	Name	Department	Phone Number
Alumni House	Patty Feraldi	Alumni Affairs	3553
Childrens Center	Susan Amatuzzo	Childrens Center	4662
	Jennifer Branden	Childrens Center	4662
	Sonja Inlefield	Pathways Program	
Dods Fitness Center	Jason Bishoff	Fitness Center	4713
Facilities Planning/Hendrix	Lori Johnson	Facilities Planning	3722
Fenton	Denise Szalkowski	President's Office	3456
	Cheryl Budniewski	President's Office	3456
	Ruth Antosh		3832
	Maureen Machermer	Lifelong Learning	3177
	Mike Szocki	Computer Lab 115	3670
	Joe Straight	Weight Watchers	3243
FSA	Eric Johnson	FSA	6275
	Kathryn Thies	FSA	6273
	Bill Michalski	FSA	6205
Incubator	Chuck Cornell	Incubator	680-6010
	Monica Kemp	Incubator	680-6009
	Genevieve Dougherty	Grad Assistant	680-6009
Jewett	Ed McCarrick	Biology	3815
	Daniel Heckmyer	EC English	680-6045
	Catherine Creely	Animal Colony	3890
Lograsso Guest Room	Denise Szalkowski	President's Office	3456
	Cheryl Budniewski	President's Office	3456
Lograsso	Debbie Dibble	Health Center	3131
	Tracy Senger	Counseling Services	3424
	Jane Fischer	FRED Assistant	
Mason	Marc Levy	Music	4628
	Matt Wilson	Rooms 2016 and 2017 Only	3151
Maytum	Becky Nalepa	Finance & Administration	3109
McEwen	Carol Smith	Library Clerk	3184
	Adam Pellittieri	G22 Only	4499
	Kathy Carrus	Radio Station	3381
	Jill Johnston	Computer Lab 106	4730
Rockefeller Arts Center	Eric Hadley	Operations Manager	3218
	Lisa Schrantz	Theater & Dance	3596
	Rhonda Byrne	Visual Arts & New Media	3537
Reed Library	Mary Lou Dewolf	Library	3191
	Becky Kryzanowicz	Library	3181
Science Center	Ed McCarrick	Biology	3815
	Holly Lawson	Chem/BioChem	3285
Thompson	Denise Maze	ITS Service Center	3407
	John McCune	ITS Service Center	3407
	Tylor Cardone	ITS Service Center	3407
	Julie Williams	Communication Disorders	4618
	Deborah Mosher	Communication Disorders	3202
	Kim Miller	Multicultural Affairs	3398
	Chris Givner	Thompson E128 Only	3311
	Linda Rex	Thompson E128 Only	3702
Williams Center	Mike Lemieux	Campus Life	3143
	Mark Suida	Campus Life	3143
	Lisa Noody	Campus Life	3143
	Allison Barry	Ticket Office	3501
	Kathy Hatt	Ticket Office	3501

User Services

- [Campus Access Control Request Webform\(s\)](#)
- [Campus Door Schedule\(s\)](#)
- [MyFredCard.com](#)

Business Services

see above

Technical Services	<ul style="list-style-type: none"> Clearance Code Management: facilitating requests, verifying approvals, configuring and managing clearance codes for groups or individuals to access via their FredCard or PIN interior and exterior doors within residential and academic buildings. Door Schedule Management: facilitating requests, verifying approvals, configuring and managing time zones for automated locking and unlocking for interior and exterior doors. Logical Device and Configuration Management: passage mode configuration and logical device management. Security Compliance Reporting: developing and managing the security compliance reporting program for building access control coordinators and University Police staff. End User Documentation: development and management of web content, UPD operations manual, MAPS administration, policies and procedures. 																				
Requirements	<p>The requirements for using this service included the following:</p> <ul style="list-style-type: none"> approval from department head to be designated a building access control coordinator which provides capacity to submit access control requests and door schedules. valid and active FredCard (iclass) with access control privileges. 																				
Rates / Cost of Use	FredCard are issued to campus wide constituents free of charge however, replacement cards cost \$25.00 each.																				
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 Campus Access Control Service 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	Campus Access Control Services																				
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. Users are notified via email and phone calls of changes.																				
Assigned Primary Support																					
Assigned Secondary Support																					
RACI Chart	<p>Name: Campus Access Control Services</p> <p>Description: see above</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Mark Mackey</td> <td>Ben Hartung</td> <td>Security Systems Team</td> <td>Users</td> </tr> <tr> <td>Secondary</td> <td>Ben Hartung</td> <td>CIO</td> <td>Security Systems Team</td> <td>Users</td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Mark Mackey	Ben Hartung	Security Systems Team	Users	Secondary	Ben Hartung	CIO	Security Systems Team	Users	Tertiary				
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Date Last Modified	Jun 26, 2019																				
Status	Active																				

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