

## Facilities Management

### **Standard Operating Procedure: FM008**

#### **Version 1.0 (201016)**

## Facilities Management Database User Control

### **Purpose**

This SOP's purpose is to manage user access to Facilities Management databases, including initial access requests, managing accounts, and termination. User-specific accounts are used to manage security privileges and grant access to Facilities Management (FM) databases (software systems and applications). These controls play a critical role in helping to protect information systems and the data contained within them.

### **Scope**

This procedure applies to all HSU Facilities Management staff, non-FM campus users, and non-campus users, including all those that create, deploy, use, or support FM database applications and/or system software. This procedure applies to all FM-managed databases regardless of ownership.

FM databases covered by this SOP include:

- Integrated Work Management System (IWMS) - Assetworks AIM
- Space Database (SD) - MetaBIM Facilities Link
- Physical Access Control Systems (PACS) - Onity, RS2
- Building Controls (BC) - Johnson Controls
- Utility Management Systems (UMS) - SkySpark
- Asset Management (AM) - ISES

### **Procedure**

**INITIATING USER ACCOUNTS** - When creating and granting access for a new end user account:

- Campus Users: System Administrators will validate access permissions with FM administrators as appropriate for the new end users role with the database.
- Non-Campus Users: System Administrators will validate access permissions with the primary campus contact and the appropriate Facilities Management administrator as appropriate for the new end users role with the database. Non campus user access may be set up with automatic removal from the database based on a timeline.
- System administrators shall coordinate user access of FM databases in compliance with Information Technology Services Policies (see HSU-ITS Responsible Use Policy)
- System Administrator will coordinate and/or facilitate user training on system use, security and other user specific operations.

## MANAGING ACCOUNTS

- Account access will be determined by the nature of the use, and designated on a case-by-case basis. Roles and permissions will be assigned by the Database Administrator or designee upon account initiation, and updated on an as-needed basis. In general, permissions will only be given if there is a demonstrated business need, and that need is confirmed by the user's Appropriate Administrator.
- Semi-Annual audits of active account users will be completed by the Database Administrator as follows:
  - Integrated work management system - Director of Operations or Designee
  - Asset Management System - Director of Operations or Designee
  - Space Database - Director of Planning & Sustainability or Designee
  - Physical Access Control Systems - Director of Facilities Maintenance or Designee
  - Building Controls Systems - Director of Maintenance or Designee
  - Utility Management System - Principle Energy Analyst or Designee

## TERMINATION OF USER ACCOUNTS

- Campus Users: Through the University separation process as administered by HSU Human Resources, campus users will be removed from Facilities Management Databases by the appropriate system administrator. This follows appropriate separation procedures within Facilities Management.
- Non Campus Users: Through the semi-annual audit of active account users, system administrators will verify with the appropriate primary campus contact if the non-campus user still requires access to the account and may be terminated. Additionally, non campus user access may be automatically removed from the database based on the timeline associated with initial set up

## REFERENCES

- Humboldt State University ITS 8105.00 Responsible Use Policy 11/20/13  
<https://its.humboldt.edu/about/its-policies>
- California State University EM:P11-09 Information Security Policy 11/20  
<https://policy.humboldt.edu/emp11-09-implementation-csu-information-security-policy>

## HISTORY

- Version 1 Draft Date: 10/30/20
- Version 1 Creation Date: 11/02/20