Physical Resources

Policy

1.2.52 Maintenance of Main Campus Alarm, Video Surveillance and Electronic Access Control Systems

Effective Date: April, 2016
Revision Date: N/A
Signature/Position: Associate Vice-President, Physical Resources

Purpose
To outline the policy and processes in place with respect to the maintenance and repair and/or replacement of existing alarm, video surveillance and electronic access control systems will be conducted.

Scope
Alarm, video surveillance and electronic access control systems installed on the main campus.

Reference Documents
1.2.6 Building Access Policy

Acronyms
DEC: Physical Resources, Design, Engineering and Construction Department
EAG: Physical Resources, Electronic Access Group
MES: Physical Resources, Maintenance and Energy Services Department
CCP: Campus Community Police, Emergency Management and Fire Safety
CCS: Computing and Communications Services
SHS: Student Housing Services

Policy
Physical Resources is responsible for coordinating the maintenance and repair of all alarms, video surveillance and electronic access control systems. The systems may become defective due to any or a combination of the following factors:

- flood occurrence
- power surges
- power outages or interruptions
- equipment malfunctions
- defective hardware
- card reader or hardware programming issue
- vandalism

Repairs
Life Safety and Critical Alarms (ONYXWorks)
End users of life safety and critical alarms are to initiate the trouble shooting and repair of defective alarm systems by MES staff by contacting the Physical Resources Work Order Desk at extension 53854.
Non-life Safety Alarms (Genetec)
End users of non-life safety alarms are to initiate the trouble shooting and repair of defective alarm systems by EAG by contacting the Physical Resources Work Order Desk at extension 53854. Physical Resources staff will coordinate the work necessary with the pre-approved security contractor, security vendor, CCS and Physical Resources Electrical Shop staff as applicable. Physical Resources will incur all costs associated with the repair of these systems.

University Video Surveillance Systems
Campus Community Police are responsible for monitoring video surveillance systems in common areas on campus. As such, they must initiate the troubleshooting and/or repairs by contacting the EAG at eaccess@uoguelph.ca. The EAG will initiate a work order and coordinate the work necessary with the pre-approved security contractor, security vendor and MES forces as applicable. Physical Resources will incur all costs associated with the repair of these systems.

Internal Departmental Video Surveillance Systems
Departments incur a fee for the monitoring of video surveillance systems by Campus Community Police. As such, CCP will inform departments if a video surveillance system is defective. Upon notifying the applicable department, CCP will initiate the troubleshooting and/or repairs by submitting a work request with the Physical Resources Work Order Desk for the EAG. The EAG will coordinate the work necessary with the pre-approved security contractor, security vendor and MES forces as applicable. Departments will incur all costs associated with the repair and/or replacement of these systems.

Student Residence Video Surveillance Systems
SHS incurs a fee for the monitoring of video surveillance systems by either their own staff or by Campus Community Police. As such, either their own staff or CCP will inform SHS IT staff if a video surveillance system is defective. Upon notification, the SHS IT Manager will coordinate the work necessary with the pre-approved security contractor, security vendor and MES forces as applicable. SHS will incur all costs associated with the repair and/or replacement of these systems.

Perimeter Door Electronic Access Systems
Departments and/or building occupants experiencing a problem with perimeter door electronic access may initiate the troubleshooting and/or repairs by contacting the EAG at eaccess@uoguelph.ca. The EAG will initiate a work order and coordinate the work necessary with the pre-approved security contractor, security vendor and MES forces as applicable. Physical Resources will incur all costs associated with the repair of these systems.

Internal Departmental Door Electronic Access Systems
Departments experiencing a problem with their internal door electronic access may initiate the troubleshooting and/or repairs by contacting the EAG at eaccess@uoguelph.ca. The EAG will coordinate the work necessary with the pre-approved security contractor, security vendor and MES forces as applicable. Departments will incur all costs associated with the repair of these systems.

Student Residence Internal Electronic Access Systems
Students and staff experiencing a problem with their internal door electronic access must initiate the troubleshooting and/or repairs by contacting the SHS, IT Manager as per SHS protocol. The SHS, IT Manager will coordinate the work necessary with the pre-approved security contractor, security vendor and MES forces as applicable. SHS will incur all costs associated with the repair of these systems.
Maintenance of ONYXWorks and Genetec Master Alarm Contact Lists

The Master Alarm Contact List contains the names and current contact information of the individuals that are to be contacted should one of their alarm installations activate. The list is maintained by Physical Resources Finance and Administration Department.

As new alarms are added on campus, the pertinent contact information will be added to the list. In order to keep the existing list accurate over time, the Finance and Administration department will, on a semi-annual basis, issue the Master Alarm Contact List to all end users for updating. Note: It is the responsibility of the end user to forward updates to the contact information to the Finance and Administration Department on a semi-annual basis or sooner if required.