Data Center Physical Access

1. Data Center access is established via an authorized user list or by card access. Employees who will receive card access are limited to Facilities Support and Computer Operations.

2. If an employee requires access to the Data Center, their manager should request access by way of the VUMC Help Desk to the Data Center Facilities Support team.

3. Access will be limited to one per system for frequent users. These users should be department representatives responsible for hands-on activities for hardware located in the Data Center.

4. Computer Operations will be provided the official authorized user list of individuals who will be allowed access into the Data Center. The list will be maintained by Facilities Support.

5. Users on the authorized list obtain access by presenting a valid VUMC ID Badge (which must remain visible at all times) to Computer Operations personnel located at the console via closed circuit camera and direct dial phone located at the main entrance.
6. Individuals who are on the authorized list must sign-in to gain entrance to any equipment room.

7. If the individual is not on the access list, Computer Operations will attempt to contact the requestor’s manager for approval. If the individual cannot be identified, they will be denied access.

8. All work by contractors and vendors must be scheduled in advance via the Change Management process. Vendors and contractors must check-in with Facilities Support before the start of work in the Data Center, as well as at the completion of the work. After hours, check-in will be made with Computer Operations personnel who will notify the Facilities Support on-call staff. Vendors are required to sign in/out.

9. Visitors (persons without authorized list access or access cards, Vanderbilt or non-Vanderbilt employees) must be escorted at all times by an authorized person. The visitors must sign in/out on inside the main entrance.

10. Computer Operations will assist Environmental Services with overnight access to clean the facility.

11. Tours or any non-work related activities are discouraged inside the equipment room and must be approved by Facilities Support. All tour requests must be submitted for approval to Facilities Support by way of the VUMC Help Desk no less than 48 hours prior to the tour.

12. Failure to comply with this physical access policy may result in revocation of access to the VUH Data Center.