



INFORMATION TECHNOLOGY POLICY/PROCEDURE/PROCESS

Title:	On-Site Vendor/Guest Visitation Policy	Policy Number: 710
Effective:	July 18, 2016	
Supersedes:	On-Site Vendor/Guest Visitation Policy - July 7, 2015	
Approval:	Tom Shewchuk, IT Director	Page 1 of 2

Purpose

Ensure secure access control to the IT Department Office, IT Infrastructure, Data Center, Network Operations (City Hall/Justice Center), Secondary Data Center Operations (Wheeler Field Ops Center) and all other City of Ann Arbor facilities.

Rationale

1. Non-authorized personnel must be accompanied by City IT staff to mitigate security and safety risks.
2. Michigan State Police (MSP) and the Federal Bureau of Investigation requires non-city personnel to either be escorted the entire duration of their visit to areas that possess Criminal Justice Information(CJI) or submit/pass a background check and take cyber security training administered by MSP.

Authorized Personnel:

- City of Ann Arbor staff
- Select City of Ann Arbor Field Operations Staff (Wheeler Field Operations Center only)
- Washtenaw County Staff
- Other personnel that have passed a City background check and has taken the MSP cyber security training

Responsibilities

The following responsibilities govern physical and network access controls for vendors and guests working within the City of Ann Arbor facilities and (or) having access to the City of Ann Arbor systems:

Notification of vendor/guest arrival:

The IT department staff will make every effort to advise appropriate IT personnel in advance of the arrival of a vendor or guest. At minimum the following information should be provided: Scope of work, arrival date/time, duration of the visit, the name of the vendor/guest and the company.

Vendor/Guest Sign-In/Sign-Out:

All vendors and/or guests must sign-in and sign-out using the visitor guest book located in the IT department and will be assigned an access control badge, if needed. The IT designee is responsible for making sure all vendors/guests sign-in and sign-out.

IT Designee Responsibilities:

- Assist and (or) accompany the vendor/guest during the entire duration of their visit regardless of the time of day.
- If the IT designee is not able to perform this task they must find and appropriate substitute.
- Upon arrival to the work area, verbal instructions will be provided to the visitor/guest on how to notify the IT designee when the visitor/guest is on-site.
- Direct supervision of vendors is required at all times.
- All vendors and visitors are required to meet with the IT designee before close of daily activities and provide IT designee and other responsible IT personnel with a brief update and synopsis of daily activities.
- If ID badges were assigned for completion of work, the badges must be returned to the IT designee when the vendor signs out.