



Looking GlassSM
N E T W O R K S

EMPLOYEE ACCESS & SECURITY

NET-NOC-0407

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Section 1. Document Overview

Purpose

The purpose of *Employee Access & Security* is to establish Looking Glass Networks, Inc.'s (LGN) facility access and security policy for its employees.

Audience

The intended audience for this document includes the following:

- All LGN Employees
- LGN City Managers

Section 2. Security Overview

This document establishes Looking Glass Networks, Inc.'s (LGN) security and access policy for LGN employees. The following topics are addressed: 1) Facility, Equipment and Field Operations Security and 2) Employee Access. Customer access and security is discussed in a related document, *Customer Access and Security* (NET-NOC-0407). All employees are required to comply with this policy.

Access & Security Management

A Prime Contact and a Site Backup Contact manage security at each LGN location. The Prime Contact is the City Manager at each LGN location and is responsible for managing Facility, Equipment and Field Operations Security as well as employee and customer access. The Site Backup Contact manages security functions in the City Manager's absence.

The City Manager's responsibilities include responding to alarms, assigning passwords and logon identifications and issuing security badges. The City Manager, as the Prime Contact, is also responsible for the ADMIN password to the Network Elements, maintenance of emergency contacts and administration of rule sets for that LGN site.

The following are communication requirements for the City Manager and the Site Backup:

- The **City Manager**, as the prime contact, is equipped with a dedicated office phone line with voice mail, a numeric pager, and a cellular phone.
- The **Site Backup Contact** manages security requests in the Prime Contact's absence. The Site Backup is a key individual who is most aware of the day-to-day operational issues. This individual should have, at a minimum, a dedicated office phone line with voice mail, a numeric pager and a cellular phone.

Facility, Equipment & Field Operations Security

LGN restricts access to all of its facilities. Facility security includes, but is not limited to items such as card readers, door alarms and surveillance cameras. Equipment security includes network elements, OSS, Network Management Systems (NMS), Element Management Systems (EMS) and AI boxes providing network environmental alarms.

Section 3. Employee Access

Background Checks

LGN requires all job applicants who may be offered employment in departments such as Finance, Network Deployment, Network Development and Network Services to undergo background checks.

Employees are approved for various levels of security clearance depending upon job function. Access types available to employees include: 1) Office; 2) IT; 3) Nodes; 4) POPs and, 5) Universal. The attached Security Badge Request Form must be completed and emailed to LGNNNSAT@lglass.net before a security badge can be issued. A digital image of the employee must also accompany the completed Security Badge Request Form. As mentioned above, it is the City Manager's responsibility to approve employee security badges.

Security Badge Identification Picture Instructions

The following instructions address taking a digital picture for Security Access Badges and submitting the digital image to NSAT.

1. Employee completes Security Badge Request Form. See NET -NOC-9901 *Security Badge Request Form*.
2. Employee stands against a well-lit, white background.
3. Photographer stands approximately 5 feet from the subject.
4. Photographer aims camera at subject capturing as much of the employee's head and shoulders in screen.
5. Photographer loads digital picture onto PC, renames file using the employee's name and saves it as a JPEG (i.e., johnsmith.jpg).
6. Photographer attaches file to email containing the completed Security Badge Request Form.

Lost or Stolen Badges

Employees whose badge is either lost or stolen must report the missing badge to the NOCC immediately. In the case of lost badges, a temporary badge will be assigned to the employee for 72 hours upon reporting the badge missing. At the end of 72 hours, if the badge has not been found, the employee must request a new permanent badge. The employee may be assessed a service fee for the replacement badge.

Section 4. Security Badge Reports and Audits

Badge Reports

The NOCC has the ability to provide a report listing all activated security access badges to each City Manager monthly. The City Manager verifies the employees named on the list and provides updates as necessary. Any changes to the list should be reported to the NOCC within 24 hours upon receiving the list.

The City Manager may also request this list at anytime outside the scheduled monthly distribution of the report.

Audits

The City Manager may also request, at any time, a log of employees or customer employees accessing the LGN collocation space during a specified time. The request may read, for example, *“All ABC Company employees entering and leaving the LGN collocation spaces from 2/1/2001-2/28/2001.”*

Appendix A. Document Information

Terms

See: NET-GLO-0102 *LGN Terms and Acronyms*

Revision History

The revision history and contributor history is as follows:

Rev. No	Date	Document Owner	Description
1.0	5/31/01	Bryan Moorehead	Drafted initial version

Document Approvals

The following LGN Representatives have reviewed and approved this document and all content within:

Name Mark Brooks	Signature 	Title NOCC Director
Name Bryan Moorehead	Signature 	Title NOCC Sr. Manager
Name	Signature	Title

Document Maintenance Policy

This document must be reviewed under the following circumstances:

- As updated information regarding LGN employee access and security policy becomes available.

Related Documents

NET-NOC-0408 *Customer Access & Security*
NET-NOC-9901 *Security Badge Request Form*

References

Appendix B: Security Badge Request Form

Please see NET-NOC-9901 *Security Badge Request Form*.