The following are policies and guidelines to be followed by all entities with authorized access to the HQ Facility Server Room.

**Services & Request Facilitation**

AgriLife Information Technology (AIT) has been designated as the resource owner for the HQ Server Room. AIT is responsible for the following services:

1. Operation and maintenance scheduling for cooling units
2. Provisioning of data drops and switch connectivity
3. Room Access Control & In-Room Monitoring
4. Commercial power provisioning and monitoring (excluding power drop cables)
5. Environmental Monitoring
6. Room Space allocation and use

Cost Items not covered after initial deployment:

- Additional data drop cables
- Additional network switching equipment
- Additional Cabinets
- Additional Power circuits and all associated hardware

All requests should be submitted in writing to:

- **First-call@tamu.edu** (Use Subject Line: “HQ Server Room”)
- Emergency Contact Please call: 979.985.5733
- After Hours Emergency Contact call: 979.985.5939 (To change in Future)

**Policies and Guidelines**

1. All equipment must fit within provided racks.
2. All equipment should be installed in AIT provided cabinets.*
3. All cabinets should have locking doors (front/back) and be locked upon exit
4. No storage or work areas will be provided
5. No liquids or food are allowed within the room
6. Wall power jacks provided for temporary use only and not to power rack equipment
7. Non-Authorized personnel must be escorted at all times
8. All new equipment must be approved by AIT prior to purchase and installation

*All other cabinets must be pre-approved and measurements provided to AIT
Physical Security & Management Procedures

- The AgriLife HQ Server Room utilizes the Frontier Card Reader Access system.
- All requests for card access must be submitted and approved by the Director of IT.
- The AgriLife Building Management team will then enter in all approved requests into the Frontier system.
- All access to the facility is video recorded and monitored. Video logs cover a minimum of 2 months.
- Each department is responsible for maintaining locked RACK cabinets. Keys have been issued by AIT to each department.