



FINANCE AND ADMINISTRATION CABINET
COMMONWEALTH OFFICE OF TECHNOLOGY

Steven L. Beshear
Governor

Lori H. Flanery
Secretary
Finance and Administration Cabinet

101 Cold Harbor Drive
Frankfort, Kentucky 40601
Phone: 502-564-1201
Fax: 502-564-5769
<http://technology.ky.gov/>

James M. Fowler
Chief Information Officer

Jim Barnhart
Deputy Commissioner

AGENCY CONTACT MEMORANDUM #2015-1103

To: Agency IT Leadership, Technical Contacts

From: James M. Fowler,
Chief Information Officer

Date: November 30, 2015

Subject: Access to Equipment Floors at Commonwealth Data Center

Effective December 1, 2015 The Commonwealth Office of Technology (COT) will implement a new enterprise policy to streamline daily operations and reduce the number of change-related incidents at the Commonwealth Data Center (CDC).

[Enterprise Policy CIO-058](#) has been created to ensure only authorized individuals can access IT infrastructure at the CDC, and that visits are conducted in a rational and predictable manner.

The policy requires authorized agency contacts and representatives to provide advanced notice by contacting the Commonwealth Service Desk (during normal business hours) or the COT Main Console staff (outside of normal business hours). Visitors must check in with the security guard at the front desk and provide a government photo ID.

Upon gaining approved access to the CDC, individuals who will be performing maintenance on infrastructure devices will be given badge access to the CDC 2nd floor where they will proceed to the Main Console area to check in with on duty staff. Upon arrival at the Main Console, a service request, change or incident ticket must be referenced to obtain further access to the equipment floors.

All visitors will be accompanied by a COT staff member to the respective customer equipment. The visitor must remain with the COT staff member at all times.

To avoid unnecessary delay in gaining access to the Commonwealth Data Center, please review this policy thoroughly. If you have any questions, please contact your [Business Relationship Manager](#).