

# Standard: Physical Security

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## Executive Summary

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The Physical Security Standard defines the standards of due care for security physical access to information resources. Physical security describes measures that are designed to prevent access to unauthorized personnel from physically accessing, damaging, and interrupting a building, facility, resource, or stored information assets. According to International Information Systems Security Certification Consortium (ISC)<sup>2</sup>, the Physical (Environmental) Security addresses design, implementation, maintenance, threats, and vulnerabilities controls that can be utilized to physically protect an enterprise's resources and sensitive information of an organization. These resources include but not limited to people, the facility which they work, and the data, equipment, support systems, media, and supplies they utilize.

## Information Security Standards

### Physical Security

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3/5/2015	Revisions – Michael Cook
3/6/2015	Reviewed. Added suggestions and comments. (Hien)
11/10/2015	Incorporated changes from campus constituents – Distributed to Campus.

**Table of Contents**

---

Executive Summary ..... 2

Introduction and Purpose ..... 6

Scope ..... 6

Standard ..... 6

    Physical security perimeter ..... 6

        Third-Party Physical Access..... 6

        Computer and Communications Facility Location..... 6

        Computer Facility Fire Resistance..... 6

        Computer Facility Door Strength ..... 6

        Computer Facility Door Closing..... 6

        Video Cameras and Recording of Security Parameters ..... 6

    Physical entry controls ..... 6

        Physical Access Control to Sensitive Information..... 7

        Badge Access Sharing..... 7

        Unauthorized Physical Access Attempts ..... 7

        Separated Worker Access to Restricted Areas ..... 7

        Visitor Identification..... 7

        Escorting Visitors ..... 7

        Escorts Required For All After-Hour Visitors ..... 7

        Third-Party Supervision..... 7

        Unescorted Visitors..... 7

        Access to Computers and Communications Systems ..... 7

        Securing Critical or Sensitive Information Handling Activities ..... 7

        Computer Center Access ..... 8

        Computer Center Staff Access..... 8

    Securing offices, rooms, and facilities ..... 8

        Securing Computer or Communications Systems ..... 8

        Securing Propped-Open Computer Center Doors ..... 8

    Protecting against external and environmental threats ..... 8

        Secure Areas - Hazardous Materials..... 8

        Secure Areas - Bulk Supplies..... 8

        Secure Areas - Fire Equipment..... 8

    Working in secure areas..... 8

        Communications Equipment Areas ..... 8

        Computer Room Deliveries ..... 8

Equipment Security ..... 8

    Smoking, Eating, and Drinking ..... 9

    Production Computer System Location ..... 9

    Computer Center Environmental Controls ..... 9

    Water Damage Precautions ..... 9

Supporting utilities ..... 9

    Power Conditioning Equipment ..... 9

    Supporting Utilities - Adequate Levels ..... 9

    Supporting Utilities - Inspection and Testing ..... 9

    Electrical Supplies – Compliance ..... 9

    Uninterruptible Power Supply – Implementation ..... 9

    Back-up Generator – Implementation ..... 10

    Emergency Lighting ..... 10

Cabling security ..... 10

    Power and Telecommunications Cables ..... 10

    Cabling Security – Underground ..... 10

    Cabling Security – Conduit ..... 10

    Cabling Security – Segregation ..... 10

Equipment maintenance ..... 10

    Equipment Maintenance ..... 10

    Retaining Hardware and Software ..... 10

    Equipment Repairs Require Onsite Maintenance ..... 10

Security of equipment off-premises ..... 10

    Used Component Equipment Release ..... 11

    Information and Equipment Disposal ..... 11

    Mobile devices must be returned for decommission ..... 11

    Devices Holding Secret Data Must Not be resold ..... 11

Removal of property ..... 11

    Conditions for Lending SJSU Equipment to Employees ..... 11

References ..... 11

## Introduction and Purpose

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This Physical Security standard defines the standards of due care for security physical access to information resources.

## Scope

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This standard applies to all SJSU State, Self-Fund, and Auxiliary computer facilities which house servers or switches supporting PCI or HIPAA compliant transactions, this standard does not apply to standard university telecommunications closets.

## Standard

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### Physical security perimeter

Security perimeters (barriers such as walls, card controlled entry gates or manned reception desks) should be used to protect areas that contain information and information processing facilities.

### Third-Party Physical Access

Visitor or other third-party access to SJSU offices, computer facilities, and other work areas containing sensitive information must be controlled by staff or appropriate physical controls.

### Computer and Communications Facility Location

Multi-user computers and communications facilities must be located in University controlled buildings with no public facing windows.

### Computer Facility Fire Resistance

The walls surrounding computer facilities and must be constructed of non-combustible material and resistant to fire for at least one hour, and all openings to these walls, such as doors and ventilation ducts, must be self-closing and resistant to fire for at least one hour. Facilities shall be equipped either with appropriate type handheld fire extinguisher or automated fire suppression systems.

### Computer Facility Door Strength

Computer facility rooms must be equipped with fire doors, and other doors resistant to forcible entry.

### Computer Facility Door Closing

Computer facility equipment rooms must have doors that automatically close immediately after they have been opened.

### Video Cameras and Recording of Security Parameters

CCTV cameras, camcorders, webcams, and other video cameras used on SJSU premises must be placed so that they do not capture fixed passwords, credit card numbers, encryption keys, or any other fixed security parameters.

### Physical entry controls

Secure areas should be protected by appropriate entry controls to ensure that only authorized personnel are allowed access and all access is logged.

## **Physical Access Control to Sensitive Information**

Access to every office, computer room, and work area containing sensitive Level 1 information must be physically restricted to limit access to those with a need to know.

## **Badge Access Sharing**

Workers must not permit unknown or unauthorized persons to pass through doors, gates, and other entrances to restricted areas at the same time when authorized persons go through these entrances.

## **Unauthorized Physical Access Attempts**

Workers must not attempt to enter restricted areas in SJSU buildings for which they have not received access authorization.

## **Separated Worker Access to Restricted Areas**

Whenever a worker terminates his or her working relationship with SJSU, all access rights to SJSU restricted areas must be immediately revoked. It is the responsibility of the employee's manager to inform the Information Security Office and Facilities Development and Operations of the separation and ensure completion of the employee clearance form.

## **Visitor Identification**

All visitors to SJSU data centers must sign a log prior to gaining access to restricted areas to document the date, time, and purpose of their visit. They also must sign out log when leaving.

## **Escorting Visitors**

Visitors to SJSU spaces containing confidential level 1 data including, but not limited to, customers, former employees, worker family members, vendors, equipment repair contractors, and package delivery company staff must be escorted at all times by an authorized employee.

## **Escorts Required For All After-Hour Visitors**

Visitors must be escorted by an employee authorized by a department manager whenever they are in SJSU offices or facilities outside of normal business hours.

## **Third-Party Supervision**

Individuals who are neither SJSU employees, nor authorized contractors, nor authorized consultants, must be supervised whenever they are in restricted areas containing sensitive information by an authorized personnel.

## **Unescorted Visitors**

Whenever a worker notices an unescorted visitor inside SJSU restricted areas, the visitor must be questioned about the purpose for being in restricted areas, then be accompanied to a reception desk, a guard station, or the person they came to see.

## **Access to Computers and Communications Systems**

Buildings that house SJSU computers or communications systems must be protected with physical security measures that prevent unauthorized persons from gaining access.

## **Securing Critical or Sensitive Information Handling Activities**

All critical, valuable, or sensitive SJSU information handling activities must take place in areas which are physically secured and protected against unauthorized access, interference, and damage.

## **Computer Center Access**

Programmers, users, and others without a legitimate business need for such access must not enter or be inside computer machine rooms.

## **Computer Center Staff Access**

A complete list of all workers who are currently authorized to access the computer center must be maintained, reviewed, and updated by the Computing Services Director on a quarterly basis.

## **Securing offices, rooms, and facilities**

Physical security for offices, rooms, and facilities should be designed and applied (i.e Locked or Manned doors during business hours) as necessary.

## **Securing Computer or Communications Systems**

All multi-user computer and communications equipment must be located in locked rooms.

## **Securing Propped-Open Computer Center Doors**

Whenever doors to the computer center are propped-open, the entrance must be continuously monitored by an employee.

## **Protecting against external and environmental threats**

Physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disaster should be designed and applied.

## **Secure Areas - Hazardous Materials**

Hazardous or combustible materials must be stored at a safe distance from all SJSU secure areas.

## **Secure Areas - Bulk Supplies**

Bulk supplies such as paper forms must not be stored within any SJSU secure area.

## **Secure Areas - Fire Equipment**

Appropriate firefighting equipment must be provided and suitably placed in all SJSU secure areas. Combustible materials shall not be stored in FM-200 protected spaces.

## **Working in secure areas**

Physical protection and guidelines for working in secure areas should be designed and applied.

## **Communications Equipment Areas**

Telephone closets, network router and hub rooms, voice mail system rooms, and similar areas containing communications equipment must be kept locked at all times and not accessed by visitors without an authorized technical staff escort to monitor all work being performed.

## **Computer Room Deliveries**

A secured intermediate holding area must be used for computer supplies, equipment, and other deliveries.

## **Equipment Security**

To prevent loss, damage, theft or compromise of assets and interruption to the organization's activities. Equipment should be protected from physical and environmental threats. Protection of equipment (including that used off-site, and the removal of property) is necessary to reduce the risk of unauthorized access to information and to protect against loss or damage. Special controls may be required to protect against physical threats, and to safeguard supporting



facilities, such as the electrical supply and cabling infrastructure. Equipment should be sited or protected to reduce the risks from environmental threats and hazards, and opportunities for unauthorized access.

### **Smoking, Eating, and Drinking**

Workers and visitors must not eat, or drink in the raised floor area in the computer machine room.

### **Production Computer System Location**

All multi-user production computer systems containing level 1 data, firewalls, private branch exchange (PBX) systems, and voice mail systems must be physically located within a secure data center approved by the Information Security Officer.

### **Computer Center Environmental Controls**

Local management must provide and adequately maintain fire detection and suppression, power conditioning, air conditioning, humidity control, and other computing environment protection systems in every SJSU computer center.

### **Water Damage Precautions**

All new SJSU locations that house computer and communications equipment must meet minimum water damage prevention requirements and minimum water damage alarm precautions established by the Information Security Office. These include being above ground level and above flood levels of nearby rivers and sewers, having adequate drainage, and not being situated immediately below water tanks or water pipes. All facilities shall be equipped with moisture detection.

### **Supporting utilities**

Equipment should be protected from power failures and other disruptions caused by failures in supporting utilities.

### **Power Conditioning Equipment**

All personal computers and workstations must be outfitted with uninterruptible power supply (UPS) systems, electrical power filters, or surge suppressors.

### **Supporting Utilities - Adequate Levels**

All utilities that support SJSU information processing facilities, such as electricity, water supply, sewage, heating/ventilation, and air conditioning must be provided at a level that is adequate for the systems they are supporting.

### **Supporting Utilities - Inspection and Testing**

All utilities that support SJSU information processing facilities, such as electricity, water supply, sewage, heating/ventilation, and air conditioning must be regularly inspected, tested, and documented.

### **Electrical Supplies – Compliance**

All electrical supplies that support SJSU information processing facilities must conform to the equipment manufacturer's specifications.

### **Uninterruptible Power Supply – Implementation**

An uninterruptible power supply (UPS) to support orderly close down or continuous running must be implemented for all information processing equipment that support critical SJSU business operations.

## **Back-up Generator – Implementation**

A back-up generator with adequate fuel supplies must be installed if processing is required to continue in case of a prolonged power failure for all servers processing or storing confidential level 1 data.

## **Emergency Lighting**

Emergency lighting must be provided in all SJSU information processing facilities in case of main power failure.

## **Cabling security**

Power and telecommunications cabling carrying data or supporting information services should be protected from interception or damage.

## **Power and Telecommunications Cables**

The installation and maintenance of power cables and telecommunication lines must be completed by a registered communications distribution designer who follows current Facilities Development & Operations standards.

## **Cabling Security – Underground**

Power and telecommunications cabling carrying data or supporting information services must be underground, where possible, or subject to adequate alternative protection.

## **Cabling Security – Conduit**

Network cabling must be protected from unauthorized interception or damage by using a conduit or by avoiding routes through public areas.

## **Cabling Security – Segregation**

Power cables must be segregated from communications cables to prevent interference.

## **Equipment maintenance**

Equipment should be correctly maintained to ensure its continued availability and integrity.

## **Equipment Maintenance**

All information systems equipment used for production processing must be maintained in accordance with the supplier's recommended service intervals and specifications, with all repairs and servicing performed only by qualified and authorized maintenance personnel.

## **Retaining Hardware and Software**

Hardware and software that is required to read data storage media held in the SJSU archives must be kept on-hand, properly configured, and maintained in operational condition.

## **Equipment Repairs Require Onsite Maintenance**

All SJSU equipment that contains sensitive data must be repaired within the SJSU physical campus. Machines must not be sent outside of the SJSU campus unless all sensitive data has been removed or the vendor has been specifically approved by the Information Security Office, this includes copier/fax machines.

## **Security of equipment off-premises**

Security should be applied to off-site equipment taking into account the different risks of working outside the organization's premises.

## **Used Component Equipment Release**

Before disposal the department is responsible for ensuring compliance with the SJSU Data Disposition Standard.

## **Information and Equipment Disposal**

Department managers are responsible for the disposal of surplus property no longer needed for business activities in accordance with procedures established by the Information Security Office, including the irreversible removal of sensitive information and licensed software.

## **Mobile devices must be returned for decommission**

All SJSU issued mobile devices, including laptops, PDAs or cell phones must be returned to SJSU when no longer in use by employees or contractors.

## **Devices Holding Secret Data Must Not be resold**

SJSU storage devices such as hard-drives, Embedded Solid State Storage, PDA's, electronic cameras and cell phones which store Secret data must not be resold or recycled. These devices must be destroyed using sensitive information destruction procedures established by the Information Security Office.

## **Removal of property**

Equipment, information or software should not be taken off-site without prior authorization.

## **Conditions for Lending SJSU Equipment to Employees**

Before equipment is removed from SJSU premises, Departmental technicians must confirm that the equipment is properly configured with the necessary security software. All equipment on loan must be accompanied by a Property Checkout Authorization

[http://www.sjsu.edu/finance/docs/checkout\\_auth.pdf](http://www.sjsu.edu/finance/docs/checkout_auth.pdf) form.

## **References**

CSU Policy Number: 8080.0 – Information Security Policy.

CSU Policy Number: 8080.S01 – Physical and Environmental Security