



# DGS Data Closet Policy

**Policy Type:** *Administrative*

**Policy Number –** *ISS-5*

**Responsible Office:** *Office of Information Systems and Services (ISS)*

**Initial Policy Approved:** *06/17/2013*

**Current Revision Approved:** *12/08/2025*

## 1. Policy Statement and Purpose

*The Department of General Services (DGS) is responsible for the operation, maintenance, and repair of state facilities at the Seat of Government and the surrounding Greater Richmond area. This policy establishes standards for the use, access, and maintenance of data closets in DGS-controlled buildings to ensure these facilities meet their intended functions and are maintained in a high-quality, cost-effective, and timely manner.*

## 2. Who is Subject to this Policy

*This policy applies to all persons and agencies, including Commonwealth agencies, contractors, and private companies, who require access to data closets in state-owned or leased buildings administered by the DGS Office of Facilities Management (OFM).*

## 3. Definitions

### **Access Card**

*A DGS-issued card that grants authorized personnel entry to secured areas.*

### **ANSI/TIA**

*American National Standards Institute / Telecommunications Industry Association*

### **Cat 5e / Cat 6 / Cat 6a:**

*Categories of Ethernet cabling standards used for data transmission, with increasing performance capabilities.*

### **CTO**

*Chief Technology Officer*

**Data Closet**

*An enclosed space for housing data and telecommunications equipment, cable terminations, and cross-connects.*

**DCSS**

*Division of Capitol Square Services*

**DEB**

*Division of Engineering and Buildings. A division within DGS that has the Building Official for construction on state property.*

**DGS Network Team**

*The team responsible for overseeing the operation and maintenance of data closets.*

**IEEE**

*Institute of Electrical and Electronics Engineers. A professional association that develops global standards for electrical and electronic systems.*

**ISS**

*Information Systems and Services*

**ITP**

*IT Partnership. In this instance, the service delivery model under which VITA provides IT services to executive branch agencies through contracted vendors.*

**Key Box**

*A secure location managed by OFM for accessing physical keys to data closets.*

**NFPA**

*National Fire Protection Association*

**Patch Panel**

*A mounted hardware assembly containing ports used to manage and connect incoming and outgoing LAN cables.*

**UL**

*Underwriters Laboratories*

**VITA**

*Virginia Information Technologies Agency*

**1st Service**

*The DGS online work order system used to request maintenance or services.*

**568A / 568B**

*Wiring standards for terminating twisted-pair network cables, defined by TIA/EIA.*

#### **4. Contacts** \_\_\_\_\_

*DGS ISS officially interprets this policy. ISS is responsible for obtaining approval for any revisions as required by the DGS policy Creating and Maintaining Policies and Procedures through the appropriate governance structures. Please direct any policy questions to the DGS CTO and Assistant CTO of Infrastructure.*

#### **5. Policy Specifics and Procedures** \_\_\_\_\_

*This policy is promulgated under the authority of § 2.2-1129 of the Code of Virginia. It may not reflect all applicable rules and requirements due to unique site-specific regulations.*

##### **5.1. Access Control**

- A) Entry into data closets is permitted only via DGS-issued access cards or keys.*
- B) Emergency access may be granted by the DGS Director, Deputy Director, CTO, DCSS Director, or their designees.*
- C) All personnel must obtain access credentials through DGS DCSS Office of Parking and Badging.*
- D) For key-only access locations, coordination must occur via [keybox@dgs.virginia.gov](mailto:keybox@dgs.virginia.gov).*
- E) Each person must swipe their own access card, even if entering with others.*
- F) Access cards and keys must not be shared or loaned.*
- G) Additional notification and coordination is required for access to closets in the Capitol, Capitol Extension, Old City Hall, 9th and Broad Parking Deck, and General Assembly Building.*
- H) Contractors must be escorted by House or Senate personnel in legislative areas.*
- I) Door and key access will be reviewed regularly.*

##### **5.2. Escorting and Temporary Access**

*The DGS ISS Network Team will escort individuals requiring temporary access or may delegate this responsibility.*

##### **5.3. Data Closet Operations**

- A) The DGS ISS Network Team oversees all data closet operations.*
- B) Any changes to cabling or equipment must be coordinated with the Network Team.*
- C) Submit requests via 1st Service work order system.*

##### **5.4. Equipment and Cable Plant Maintenance**

- A) Routine patching and maintenance do not require prior coordination.*
- B) Power strips and extension cords are not permitted.*
- C) Report power issues to the DGS Network Team.*
- D) All materials must be UL-listed or meet equivalent national testing standards.*

##### **5.5. Cable Plant Add/Remove/Change**

- A) Patch cables are the responsibility of the equipment provider unless otherwise agreed.*

- B) *Cables must be routed neatly and appropriately sized.*
- C) *All new cabling (Cat 5e, Cat 6, fiber) must be coordinated with the DGS Network Team through the 1st Service request process.*
- D) *New cabling should use existing pathways and match existing type and termination standards.*
- E) *The requesting party must be the system owner/operator (e.g., VITA or the owning agency).*
- F) *Horizontal cabling costs due to agency footprint changes are the responsibility of the occupant agency.*
- G) *DGS will evaluate requests within 5 business days and provide guidance via email.*
- H) *Fiber request responses will include patch panel endpoint locations.*

#### **5.6. Emergency Requests**

- A) *Emergency actions must be coordinated with the DGS Network Team.*
- B) *Emergency requests should be submitted through the DGS Network Team at (804) 885-0528 or the DGS Service Desk at (804) 786-3578.*
- C) *A written justification for the emergency request must be submitted to the DCSS Director within 5 business days.*
- D) *If DGS ISS Network team cannot fulfill a request, an explanation will be provided via email.*

#### **5.7. Cleanliness and Etiquette**

*Per TIA-569-E, only telecommunications-related equipment and environmental support systems may be housed in data closets.*

*All personnel must (a) remove all trash upon completion of work; (b) avoid bringing food or drinks into the room; (c) not use data closets for storage; and (d) return the space to the same or better condition than it was in before work began.*

#### **5.8. Applicable Codes and Standards**

*All cabling installations must adhere to the most current, widely recognized versions of applicable ANSI/TIA, IEEE, NFPA, and UL standards, or to the standards established by the DGS Division of Engineering and Buildings (DEB) where DEB has jurisdiction or regulatory authority. This policy will be reviewed and updated periodically to reflect changes in these standards.*

#### **5.9. Compliance**

*Failure to comply with this directive policy will be considered in employee performance evaluations and addressed under the Department of Human Resource Management (DHRM) Policy 1.60, Standards of Conduct, or appropriate disciplinary policy or procedures for employees not covered under the Virginia Personnel Act. Additionally, failure to follow this policy will result in the removal of access privileges. Formal notification of the breach will be sent to the appropriate parties.*

## **6. Forms**

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- 6.1.

DGS Access Card Request Form for State Employees

<https://aemassets.dgs.virginia.gov/globalassets/document-center/opb/building-access-id-form-2025-dgs-30-909.pdf>
- 6.2.

DGS Access Card Request Form for VITA Employees and Contractors

[https://aemassets.dgs.virginia.gov/globalassets/document-center/bfm-forms/2025-forms/dgs-32-006vita\\_2024-1.pdf](https://aemassets.dgs.virginia.gov/globalassets/document-center/bfm-forms/2025-forms/dgs-32-006vita_2024-1.pdf)
- 6.3.

DGS Access Card Request Form for Non-State Employees

<https://aemassets.dgs.virginia.gov/globalassets/document-center/bfm-forms/2025-forms/2025-non-state-id-form-pdf.pdf>

7. Related Documents

- 7.1.

VITA SEC530 Information Security Standard (Version 01.2, June 17, 2025)

[https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/SEC530\\_Information\\_Security\\_Standard.pdf](https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/SEC530_Information_Security_Standard.pdf)

Revision History

*This policy has been revised on the following dates:*

<i>Date of Revision</i>	<i>Type of Revision (Substantive/Minor/Name Change)</i>
06/17/2013	Initial Policy
12/08/2025	Minor updates including document formatting; addition of cable plant section; updating DGS business unit names

Approved By

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Title:

Director, Department of General Services