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## DGS Data Closet Policy

### Overview of Policy

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. The following policy is provided to assist in ensuring facilities and related physical assets (i.e., data closets) meet their intended functions and are maintained in a high quality, cost-effective, and timely manner.

A data closet is defined as an enclosed space for housing data and telecommunications equipment, cable terminations, and cross-connects. This policy applies to everyone (i.e., Commonwealth agencies and private companies) who enters a data closet in a state owned/leased building that is administered by the DGS Bureau of Facilities Management (BFM).

These data closet policies and procedures are promulgated by DGS under the authority of § 2.2-1129, Code of Virginia. This policy may not reflect all applicable rules and requirements due to locations being unique and possibly bound by specific regulations.

### Data Closet Access

Entry into data closets in DGS controlled buildings will only be allowed through the use of an access card or key issued by DGS. In the event of an emergency, the DGS Director, Deputy Director, DGS Information Systems and Services (ISS) Director, or DGS Division of Engineering and Buildings (DEB) Director or their designees may grant an exception for DGS personnel to facilitate entry into a data closet.

All personnel (state or contractor) with need for admittance into DGS data closets are required to obtain an access card with the appropriate facility access through the DGS Parking Services and Building Access Section. Forms and information can be downloaded from the DGS website ([www.dgs.virginia.gov/parking](http://www.dgs.virginia.gov/parking)).

Access to locations secured by a key (no card reader) will only be granted by the use of the DGS key boxes located throughout Capitol Square. Key box access is coordinated through BFM by emailing [keybox@dgs.virginia.gov](mailto:keybox@dgs.virginia.gov).

Access to DGS data closet locations secured by a card reader requires that each entrant, whether state employee or contractor, swipe his or her DGS-issued access card individually as he/she enters. This holds true regardless of whether:

- The card grants access to the space
- A DGS issued key was used to enter the space

Even in instances when more than one person is entering the data closet, each individual must separately possess and swipe his/her access card if a card reader is available. Other means of entry are not approved, including requests of housekeeping, BFM personnel, building tenants or Capitol Police.

The DGS Network Team will escort individuals who require temporary access or may delegate that responsibility unless other arrangements have been agreed to in advance.

Access cards and/or keys must not be shared or loaned to others.

Access to data closets in the Capitol, the Capitol Extension and the General Assembly building that are shared with House, Senate and other legislative agencies will be subject to additional notification requirements. No access to data closets for staff or contractors other than DGS employees shall be allowed until such time as the appropriate information technology or administrative personnel have been notified. Contractors will not be allowed into these areas without a proper escort provided by the House and/or Senate.

Door and key access will be reviewed at regular intervals by DGS staff.

### **Data Closet Operation**

The DGS Network Team is responsible for overseeing the operation of DGS data closets in all DGS-owned and maintained buildings. Any changes, removals or additions to the existing cabling configuration (terminated copper or fiber) or equipment are to be coordinated through the DGS Network Team. For all issues that fall under this policy, please call the BFM Service Desk at 786-3578 or visit the DGS website ([www.dgs.virginia.gov](http://www.dgs.virginia.gov)) and place a 1st Service work order requesting the service of the DGS Network team. Requests for planned work should always be made to the DGS Network Team as far in advance as possible.

### *Equipment and Cable Plant Maintenance*

Accessing DGS data closets to work on existing equipment, existing fiber or copper patch points, or to add new patches between a copper patch panel and an existing switch does not require coordination with DGS personnel.

Most closets contain a 110v outlet to use for temporarily powering a laptop. Installation of power strips or extension cords is not permitted. Please contact the DGS Network Team to report power issues, including a shortage of receptacles, in DGS data closets.

All materials installed in DGS data closets shall be new and listed by UL and shall bear the UL label. If UL has no published standards for a particular item, then other national independent testing standards shall apply and such items shall bear those labels. Where UL has an applicable system listing and label, the entire system shall be so labeled.

Where applicable, the following standards and codes must be met by all cabling installations:

- ANSI/IEEE C2 - National Electrical Safety Code (NESC)
- NFPA 70-2005 - National Electrical Code (NEC)
- ANSI/TIA-568-C.0-2009 - Generic Telecommunications Cabling for Customer Premises
- ANSI/TIA-568-C.1-2009 - Commercial Building Telecommunications Cabling Standard
- ANSI/TIA-568-C.2-2009 - Balanced Twisted-Pair Telecommunications Cabling and Components Standard
- ANSI-TIA-568-C.3-2008 - Optical Fiber Cabling Components Standard
- TIA-569-B - Commercial Building Standard for Telecommunications Pathways and Spaces
- TIA/EIA-606-A-2002 - Administration Standard for the Telecommunications Infrastructure of Commercial Buildings
- ANSI-J-STD-607-A-2002 - Commercial Building Grounding/Bonding Requirements for telecommunications
- ANSI/TIA-1152 - Requirements for Field Test Instruments and Measurements for Balanced Twisted-Pair Cabling (Sep 2009)
- IEEE 142 - Recommended Practice for Grounding of Industrial and Commercial Power Systems.
- UL 444 - Standard for Communications Cable.
- Rural Electrification Administration (REA) PE-89 - specification for filled telephone cables with expanded insulation.
- Rural Electrification Administration (REA) PE-39 - specification for filled telephone cables
- NEC Article 250 and Article 800.

#### *Equipment Add/Remove/Change*

Existing closet configuration and racks may not be altered unless the change is coordinated with the DGS Network Team. This includes, but is not limited to, adding new, removing existing or changing the location of switches, transceivers, cable management, fiber drawers, patch panels, racks, and power.

The services of the DGS Network Team are only to be engaged by pre-authorized sponsoring state agency representatives. Upon receipt, a preliminary assessment will be performed on all requests within 5 business days by the DGS Network Team. Once the assessment is complete, results will be emailed to the authorized requestor. This email will specify what needs to be done by each of the parties involved and in what time frame the request can be accommodated. If necessary, additional information and/or the need for a more detailed evaluation will be identified.

Additions, removals and changes in equipment physical location will be defined by DGS and adhered to by the requestor. Each party is responsible for the movement of their owned assets as specified by DGS.

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

Patch cables are the responsibility of the equipment provider unless other arrangements are agreed upon in advance. Proper cable management is expected, e.g. cable should be properly routed within available pathways intended for cable management. Patch cables should be appropriately sized and dressed in a neat and orderly manner.

Any additions to existing data cabling must be coordinated with the DGS Network Team. This includes, but is not limited to, additional Cat 5e or Cat 6 installations and new fiber. Coordination can be accomplished by emailing [oos.dgs@gmail.com](mailto:oos.dgs@gmail.com), by placing a 1<sup>st</sup> Service request, or by calling the DGS Network Team at 804-885-0528. New cabling is to use existing pathway between the work area and the floor serving closet whenever possible. Cable should match the existing cable installation in type (5e vs. 6 vs. 6a) and must be properly supported according to all currently applicable state and federal codes and cabling standards. Terminations should also match those in existence (568A vs. 568B).

The requestor of the cabling should be the party who owns and maintains the equipment/system that will gain connectivity from the request. This party would be the designer and/or operator of the system. For devices/systems owned and managed by the IT Partnership (ITP), that party is the Virginia Information Technologies Agency (VITA). For devices and systems that fall out of scope to the ITP, the party is the owning agency. Horizontal cabling needs and expenses that result from the expansion or contraction of an agency's footprint in a building fall to the occupant agency.

A preliminary evaluation will be performed on all requests within 5 business days and the results will be supplied to the requestor in the form of an email. This email will specify what needs to be done by each of the parties involved and in what time frame the request can be accommodated. Additional information and/or the need for a more detailed evaluation will be identified if necessary.

In all cases, DGS will provide the requesting party with the endpoint locations of any fiber request in the form of fiber patch panel locations at each end.

### *Emergency Requests*

In the event emergency action is required due to unforeseen circumstances, the DGS Network Team will work with the authorized requesting party to achieve a mutually agreeable solution. The emergency request will need to be substantiated by providing a reasonable explanation of why it is not possible to adhere to this policy. This explanation is the responsibility of the requesting party and must be submitted in writing to the DEB Director within 5 business days of the conclusion of the necessary emergency action.

Should the DGS Network Team be unable to fulfill equipment and/or cable plant add/remove/change request, an explanation in the form of an email will be provided to the requestor and the DGS Director.

*Cleanliness*

Per TIA-569-B 7.12.1 (Standard of the Telecommunications Industry Association), "The equipment room shall house only equipment directly related to the telecommunications systems and its environmental support systems." It is mandatory for all persons working within closets to adhere to the following rules of etiquette:

- All trash should be removed from the room when work is completed.
- No food or drinks should be brought into the room.
- Data closets are not to be used for storage.
- Upon completion of any work in the room, staff performing the work should ensure they have left the area as clean as it was before their work began.

*Violations*

Failure to follow procedure will result in the removal of all access for the individual in question. Formal notification of a breach of policy will be sent to the appropriate parties.

**Policy Approval**

This policy is approved by:



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Edward C. Gully, P.E.  
Division Director, Engineering & Buildings

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Date



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Richard F. Sliwoski, P.E.  
Director, Department of General Services

June 17, 2013

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Date