Service Level Commitment for Security Devices
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1.0 PURPOSE

1.1 We are committed to providing excellent service to the McGill community with the acquisition of new physical security devices as well as supporting existing installations.

1.2 This document identifies the standard services (services considered within the purview of the annual Central Administration Budget) and supplementary services (those that are cost recoverable) with regards to security devices.

1.3 We commit to meeting the following service level objectives in the provision of service to the customer, subject to the applicable terms and conditions herein.

2.0 GENERAL

2.1 Security Services will process security device requests and provide consulting services throughout the acquisition process free of charge. Security Services will ensure that the security device is installed in accordance with the stated specifications.

2.2 Except for large projects or new buildings, Network Communication Services (NCS) will provide for cost of basic infrastructure to support security devices.

2.3 Requestors will be billed for the following components:

2.3.1 card readers;
2.3.2 reader interface modules;
2.3.3 alarm contacts (door, window, personal computer, podium, etc.);
2.3.4 other intrusion detection devices (motion sensors, glass break detectors; etc.);
2.3.5 miscellaneous sensors (temperature; water, etc.);
2.3.6 panic and hold-up alarm buttons;
2.3.7 alarm panel and keypads; and
2.3.8 security cameras.

2.4 Requestors will also be billed for any hardware modifications, signage or other peripheral equipment required for the installation of the security device according to established standards. Facilities Operations and Development will provide costs for these items.

2.5 All new installations performed by NCS or its hired contractors carry a twelve month warranty on parts and labour, from the date the installation is completed.

2.6 Beyond the warranty period, the responsibility for repair, replacement and decommissioning costs are in accordance with the Responsibility Grid found in Annex A.
2.7 Prices for new installations include a "maintenance fee" to cover the post warranty labour for maintenance on NCS installed systems. The maintenance fee does not cover modifications or device relocations.

3.0 CLIENT SUPPORT

3.1 The standard services provided at no cost to the customer are listed in Annex B.

3.2 The supplementary services that are billable are listed in Annex C.

4.0 OWNER’S OBLIGATIONS

4.1 Card Reader - The faculty / department / unit that purchases or ultimately takes ownership of a card reader, assumes the following responsibilities:

4.1.1 Ensures there is always a minimum of two (2) full-time employees to serve as Area Access Managers (AAMs) on staff so that there is a back-up in the event of an absence. Larger areas may require more.

4.1.2 Appoints a replacement AAM when an existing AAM departs and advises Security Services of any changes affecting AAMs.

4.1.3 Informs Security Services if the room or space is remodelled, repurposed or allocated to new occupants.

4.1.4 AAMs are responsible for assigning and removing staff, visitor and service provider access to their respective areas.

4.1.5 AAMs are responsible for ensuring that all users of the space protected by a card reader understand how the card reader functions and what the triggers are that will cause an alarm.

4.1.6 AAMs are responsible for informing Security Services if there is a change in cardholders with regards to blank access cards.

4.2 Intrusion Alarm System - The faculty / department / unit that purchases or ultimately takes ownership of an intrusion alarm system, assumes the following responsibilities:

4.2.1 Ensures there is always a minimum of two (2) intrusion alarm subscriber representatives so that there is a back-up in the event of an absence. Larger areas may require more.
4.2.2 Appoints a replacement subscriber representative when an existing one departs and advises Security Services of any changes.

4.2.3 Informs Security Services if the room or space is remodelled, repurposed or allocated to new occupants.

4.2.4 Subscriber representatives are responsible for providing an access code to all users who will access an alarmed space when the system is armed.

4.2.5 Subscriber representatives are responsible for training their users to operate the intrusion detection system correctly.

4.2.6 Subscriber representatives are responsible that their users understand that the alarmed area needs to be clear of other users before arming the intrusion system.

4.2.7 Subscriber representatives are responsible that their users ensure that all zones in the alarmed area are secure prior to arming the intrusion system.

4.3 **Panic and Hold-up Alarms** - The faculty / department / unit that purchases or ultimately takes ownership of a panic or hold-up alarm, assumes the following responsibilities:

4.3.1 Provides a minimum of two (2) alarm subscriber representatives so that there is a back-up in the event of an absence. Larger areas may require more.

4.3.2 Appoints a replacement subscriber representative when an existing one departs and advises Security Services of any changes.

4.3.3 Informs Security Services if the room or workspace is remodelled, repurposed or allocated to new occupants.

4.3.4 Every user who has a panic or hold-up alarm at their work station must have a confidential password for alarm verification (Enhanced Call Verification) and alarm cancellation purposes.

4.3.5 Subscriber representatives are responsible for training their users to operate the panic or hold-up alarm correctly.

4.3.6 Subscriber representatives are required to ensure that their users contact the Security Operations Centre if they activate a panic or hold-up alarm by mistake.

4.4 **AV Tabs (Formerly Personal Computer (PC) / Podium Tabs)** - The faculty / department / unit that purchases or ultimately takes ownership of an AV tab, assumes the following responsibilities:
4.4.1 Provides a minimum of two (2) alarm subscriber representatives so that there is a back-up in the event of an absence. Larger areas may require more.

4.4.2 Appoints a replacement subscriber representative when an existing one departs and advises Security Services of any changes.

4.4.3 Informs Security Services if the room or workspace is remodelled, repurposed or allocated to new occupants.

4.4.4 Subscriber representatives are responsible that all users of equipment protected by a security tab understand how the tab functions and what the triggers are that will cause an alarm.

4.5 **Security Cameras** - The faculty / department / unit that purchases or ultimately takes ownership of a security camera, assumes the following responsibilities:

4.5.1 Informs Security Services if the room or space is remodelled, repurposed or allocated to new occupants.

4.5.2 Where the subscriber has access to live images of its cameras, advises Security Services if there is a departure of any representative with such privileges.

5.0 **ANNEXES**

Annex A: UNIVERSITY RESPONSIBILITY GRID FOR SECURITY DEVICES
Annex B: STANDARD SERVICES FOR SECURITY DEVICES
Annex C: SUPPLEMENTARY SERVICES FOR SECURITY DEVICES

6.0 **REVISION HISTORY**

Amended:
20 December 2018 – Updated Annex B Standard and Supplemental Services. Updated Held Desk Service hours to 08h30 to 16h30.

Amended:
30 October 2015 – Added clause whereby security device owners are obliged to inform Security Services if the room or space is remodelled, repurposed or allocated to new occupants.
Amended:
22 November 2013 – Removed clause obliging users calling Security Services with confidential password in the event of a false intrusion alarm; added clause stating building operating and silent hours are determined by the Building Director in conjunction with Building Services; modified listed price of a blank access card and MSP ID card.

Amended:
15 June 2012 – Removed standard service assigning temporary access to Building Services personnel for weekend assignments and special events.

Baseline Document:
23 June 2011.
### UNIVERSITY RESPONSIBILITY GRID FOR SECURITY DEVICES

<table>
<thead>
<tr>
<th>Security Device</th>
<th>Initial Purchase and Installation Costs</th>
<th>Maintenance and Repair Costs after Warranty</th>
<th>Replacement Costs</th>
<th>Decommissioning Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funded by:</td>
<td>Project or Subscriber Security Services</td>
<td>Subscriber Security Services * As per Agreement</td>
<td>Subscriber Security Services * As per Agreement</td>
<td>Project or Subscriber Security Services * As per Agreement</td>
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<td><strong>Academic &amp; Administrative Units</strong></td>
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<tr>
<td><strong>Card Reader</strong></td>
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<tr>
<td>Building main entrance (s)</td>
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<tr>
<td>Other building perimeter doors</td>
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<tr>
<td>Interior areas</td>
<td>X</td>
<td>X</td>
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<tr>
<td><strong>Intrusion System and Components</strong></td>
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<tr>
<td>Building perimeter</td>
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<tr>
<td>Interior areas</td>
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<tr>
<td><strong>Video Surveillance Cameras</strong></td>
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<td>Building’s surrounding perimeter</td>
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<tr>
<td>Interior spaces with a defined user</td>
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<tr>
<td><strong>Other Security Devices</strong></td>
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<td>Panic &amp; Hold-up Alarms</td>
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<tr>
<td>PC and Podium Tabs</td>
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<td>X</td>
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<td><strong>Self-Funded Units</strong></td>
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<td><strong>Card Reader</strong></td>
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<td>PC and Podium Tabs</td>
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</table>
# Annex A

## Security Services

### Service Level Commitment (Security Devices)

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**UNIVERSITY RESPONSIBILITY GRID FOR SECURITY DEVICES**

<table>
<thead>
<tr>
<th>Security Device</th>
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<tr>
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<tr>
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</tr>
</tbody>
</table>

**Research Units**

- **Card Reader**
  - Building main entrance(s): X
  - Other building perimeter doors: X
  - Interior areas: X

- **Intrusion System and Components**
  - Building perimeter: X
  - Interior areas: X

- **Video Surveillance Cameras**
  - Building’s surrounding perimeter: X
  - Perimeter entrances: X
  - Interior spaces with no defined user: X
  - Interior spaces with a defined user: X

- **Other Security Devices**
  - Panic & Hold-up Alarms: X
  - PC and Podium Tabs: X

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* Should there be no agreement in place, all costs will be borne by the user.

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1. Units involved in offering courses and teaching programs such as any of the Faculties of Science, Engineering, Medicine, etc.
2. Administrative Supporting Offices of McGill University such as Secretariat
3. Units funded from operating activities and/or student funding such as Parking, Bookstore, Residences, etc.
4. Units operating from granting agencies, government, corporations, donors, McGill University such as Genome Center, Pain Center, MNI etc. The sponsoring Faculty may assume responsibility for the security devices as per their agreement with the researcher.
5. NCS will cover the repair or replacement costs of the card reader, door strike, contact, and exit detection device.

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Version: 1.4  
Last Revised: 2018-12-20
# STANDARD SERVICES FOR SECURITY DEVICES

## Help Desk
- Maintain a Help Desk for subscribers to contact and obtain assistance. Generally, the hours of operation are 08h30-16h30 weekdays. The Security Operations Centre is available 24/7 for emergencies.
- Perform the following service requests within two (2) working days:\(^1\):
  1. Modify a security device’s settings.
  2. Create a new or modify an existing access level.
  3. Modify an access badge holder’s information.
  4. Assign a PIN to a cardholder.
  5. Produce a card reader report.
- Modify the building or area’s operating hours in accordance with the academic year and seasonal holidays. Area Access Managers are notified when to submit their requested changes.\(^2\)
- Assign the access levels for students according to the rules specified by the Area Access Manager, who are notified when to submit their requested changes.

## Training
- Provide formal training to Area Access Managers on how to use and manage their card readers. This service applies to new and replacement personnel.
- Provide intrusion alarm system subscribers with both the owner’s manual and a hands-on training on how to operate and manage the system. This service applies for new installations only.

## Alarm Monitoring
- Provide an alarm monitoring and response service to McGill faculties, departments and other units free of charge in accordance with the Security Alarm Monitoring Protocol.
- Troubleshoot unexplained false alarms and provide subscriber with a suggested solution.
- Submit maintenance calls on behalf of subscriber for security devices under warranty. Follow-up on service progress.

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\(^1\) The working day is defined as 08h30-16h30. Requests submitted after 08h30 will be processed within 2 full business days of work ticket’s submission. Note that holidays and weekends are not counted as working days.

\(^2\) For most buildings, operating and silent hours are established by the Building Director in conjunction with Building Services.
SUPPLEMENTARY SERVICES FOR SECURITY DEVICES

<table>
<thead>
<tr>
<th>Help Desk</th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• Supply and configure Blank Access Cards. A charge of $15.00 per card applies. The cost is $8.00 per fob. We require five working days to produce most orders. Large orders may require longer processing times.</td>
</tr>
<tr>
<td></td>
<td>• Supply and configure McGill Service Provider identification cards. A charge of $15.00 per card applies. An appointment to take your photo is required.</td>
</tr>
<tr>
<td></td>
<td>• Provide additional badge accessories (card holder, lanyard, etc.).</td>
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<td></td>
<td>• Perform any service normally performed by an intrusion alarm system subscriber as a result of an absence and lack of replacement.¹</td>
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<tr>
<td></td>
<td>• Perform any service normally performed by an Area Access Manager as a result of an absence and lack of replacement.¹</td>
</tr>
<tr>
<td></td>
<td>• Perform a service where the requestor has not respected the required notice period¹: Note that late requests may result in the service not being provided at all.</td>
</tr>
<tr>
<td></td>
<td>• Perform any service deemed beyond the immediate ability of the central alarm monitoring software. Requestors will be charged for the excess time required to meet the request.¹</td>
</tr>
</tbody>
</table>

¹ The standard fee is $50.00 per hour with a one hour minimum charge. The time is pro-rated in 30 minute increments thereafter.

² Pricing policy will be based on industry standards with monthly charges and separate service call charges.