



# COLORADO

## Department of Transportation

Division of Maintenance & Operations

### CDOT - PROCESS DOC 2.1

#### 2.1 Node access requests and approvals

Version 2.1  
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#### Overview

The NOC is responsible for monitoring all of CDOT's communication nodes around the state, tracking the access of who and when personnel are accessing the nodes, as well as approvals for who can access the node buildings. CDOT Field Operations is responsible for the maintenance, troubleshooting, escorting and repair of the physical building and equipment. This monitoring includes oversight and putting security protocols in place to prevent the risk of damage to any of the CDOT network or equipment. This document outlines the procedures that all personnel requesting access to a node building must follow. This document pertains to both internal CDOT employees and any contractors working on a CDOT project. Any personnel entering a node building will be held fully responsible for any outages, damages, or issues that arise while in the node.

#### Allowable time frames for node access

Node access can be granted Monday - Friday 6:00am to 4:00 pm. There will be no node access granted after 12:00 noon on Fridays, weekends, or during CDOT moratoriums unless emergency services are required and approved by the ITS Branch Manager. For a list of moratorium dates please contact the NOC or reference [ITS Branch Expectation Memo - Moratoriums and Maintenance Windows](#). If any issue should arise, the problems will be documented and the proper management team will be notified for repair or replacement to restore the network back to its normal operating state.

#### How to Request Node Access

1. All personnel entering a node must have a CDOT issued badge, or be escorted by a project sponsor/inspector with a badge, or escorted by a CDOT field operations technician. If the requester does not have a badge and needs one for continuous access spanning over 3 months, you can submit a badge request ticket at: [CDOT\\_ITS\\_SUPPORT@STATE.CO.US](mailto:CDOT_ITS_SUPPORT@STATE.CO.US) which will need to be submitted from the CDOT project engineer and approved by the ITS Branch Manager.
2. To create a ticket for node access you will need to submit the following in an email to [CDOT\\_ITS\\_SUPPORT@STATE.CO.US](mailto:CDOT_ITS_SUPPORT@STATE.CO.US) :
  - a. Name, company and phone number of personnel entering the node
  - b. Date and time of entry access is required
  - c. Amount of time needed in the node (Anticipated start and end time)
  - d. What nodes the requester will be accessing
  - e. What project number, if applicable, and what work will be performed
  - f. Name of the CDOT sponsor for the project or work
3. When accessing a node:
  - a. **CDOT ITS personnel:** will need to have a ticket in place for the scheduled work they are doing, for emergency work a ticket can be issued at a later time that day, and then proceed to section 4 below.
  - b. **CDOT regional personnel:** that are doing scheduled work and have network equipment inside the node can proceed to section 4 below.
  - c. **Contractor personnel:** will work with their CDOT representative or project manager who will follow the process that 48 hours prior to the time of access, submit a ticket request to the NOC for approval. You then will await notification by email that your request has been approved by

the NOC. If an escort is needed by the Field Operations team you must submit the access request 1 week prior to the work being completed.

4. Once the request has been approved by the NOC and you are ready to enter the node building. Prior to entering the node, the personnel must call the NOC and notify the NOC of the entry. The NOC will document the entry time according to [Process 2.2 -Node Access Tracking for NOC](#). The requester must also take pictures of the rack(s) and/or areas work is being performed before work begins, and submit them in an email reply in the ticket thread to populate MESD.
5. While doing work in the node the personnel entering the node are fully responsible to practice current industry telecommunication standards and industry safety standards. All work must also comply with CDOT's labeling and installation standards that apply in [CDOT cable labeling Standards](#).
6. When All work is complete and the network communications have been restored and verified with the NOC, it is the responsibility of the personnel working in the node to clean up and leave the node in an acceptable manner and in the same state as when entering the node. All personnel must take an after picture of the rack(s) and/or the area's work was performed.
7. Once cleanup is complete, the personnel must call 303-512-5802 the NOC and notify them that all work has been completed and they are leaving the node building, along with pictures of the work that was performed, and submit them in the MESD email thread for that ticket. The NOC will document the exit time. Personnel must send the before and after pictures to the NOC. The NOC will add the pictures to the MESD ticket and complete the resolution on the MESD ticket with any additional notes.

#### [NOC Process for Approving](#)

When the NOC receives the node access request ticket, the NOC must verify that the requester meets all of the stipulations below.

- If access is for a project refer to [ITS Engineering updates list](#) and verify that the project mentioned by the requester is valid.
- Does the requester or project escort have valid credentials (Badge)
- Does the requester have a CDOT contact for the project or work
- Does the requester have an approved CDOT or CDOT project escort into the node
- Does the requester have an MESD ticket for the access request
- Does the request for access fall within an allowable time frame (Refer to allowed time frames for node access section below)
- Is there another node access or event that would cause a conflict if this access was approved?

If all criteria is "yes", the NOC will approve the node access request. If any answers are "no", the NOC will reject the request with an explanation of why to the requestor. Once the NOC has approved the request, they will assign the ticket to the Field Operations team to provide the escort into the node.

#### [How to request Node Keys](#)

Node keys will be checked out for emergency use only. When the badge system is not working properly at a node and emergency access is needed, a node key can be checked out only to a CDOT employee for this situation. To request an emergency node key please fill out the [Node Key Request Form](#). When a CDOT employee has the node key, they are fully responsible for that key and making sure it is returned the same day. Any and all issues of keys not being returned will be reported to the employee's manager and tracked by the NOC. Failure to comply with these requirements will result in lost privileges to enter nodes and check out node keys. The employee will be sent an email with [Node Key Checkout Agreement 2.1.A](#) and will be asked to acknowledge the agreement process via the ticket email thread.

**NOC Contact Information:**

- **For immediate assistance:** When you have a critical system issue the customer can call the NOC at (303) 512-5802. Please provide as much detailed information as possible when you call in so the NOC team can provide you with immediate assistance and resolve the issue in a timely manner.
- **For standard assistance:** The customer can submit an email request for support to [CDOT\\_ITS\\_SUPPORT@STATE.CO.US](mailto:CDOT_ITS_SUPPORT@STATE.CO.US). This will create a ticket in the NOC ticketing system and the NOC will provide support usually within the same business day. Please provide as much detailed information as possible when you submit your email request for support.

**Revision Table**

Revision Date:	Revised by:	Brief description of changes:	Approved by:	Next review date:
1/9/2023	NA	Initial Release		XX/XX/XX