

USF Health
Campus Security Camera System Meeting
May 7, 2013
1:30 – 2:30pm, MDC 1419
MINUTES

Attendees Present:

Brian Ippolito -USF Physical Plant
Christopher Martinez – USF IT
Stan Douglas – HSC Facilities
Robin Jones – HSC Facilities
Mike Klingebiel – USF UP

Nainan Desai – USF Physical Plant
Chris Pille – USF Physical Plant
Hoang Nguyen – USF Physical Plant

George Ellis – USF IT
Nathan Rice – USF IT
Robert Westfall – HSC PD
Frank Wassenberg – HSC PD
Ken DeShong – HSC IS

- I. **Welcome:** Stan Douglas welcomed attendees to this meeting and summarized some of the current issues associated with the management and use of the Campus Security Camera System (CSCS)
- II. **Meeting Purpose:** Recent CSCS operational and management changes have prompted questions about system support and new technology integration, posing many operational and functional issues associated with the system. A general understanding of CSCS management processes, use, and system design is being sought. As noted in the meeting’s agenda, the purpose of this first meeting “is to gain a working understanding of the procedures and processes associated with requesting CSCS support. These areas of support include the installation, replacement, repair, camera maintenance, operational use, system software notices, information storage, etc”. What follows is an outline of the CSCS issues and the system’s current upkeep approach, covered by departments having management responsibility and operational authority over the system. Also, system concerns and corrective strategies were developed and are noted in these meeting minutes.
- III. **CSCS Overview/Roles and Responsibilities/System Design**
- A. Brian Ippolito provided a brief overview of the CSCS and stated the Physical Plant Department (PPD) has ultimate system’s operational responsibility. At this time there are no central funds identified for the purchase or maintenance of departmental cameras. PPD has the responsibility for providing the technical/maintenance/physical services for these cameras. PPD does provide funding and maintains cameras on the entry doors as part of new card access system installs. Also, PPD stated that due to changes in technology, it is important to replace existing analog cameras with IP cameras. This transitioning is funded by departments as the older cameras break down or new ones are required.
 - B. George Ellis indicated USF IT has a role in the CSCS’s architecture (for technology oversight and since there is expertise within IT as well as use by CSCS of the USF Network) and provides system design support to PPD, and acts as a consultant/contractor to PPD for new camera installs, replacements, and repairs (if possible). Ellis acknowledged that USF IT role changed a couple of years ago after it had installed a lot of the camera infrastructure. Primary operational responsibility for the CSCS was assumed by PPD
 - C. Police Captain Mike Klingebiel indicated campus UP has a requirement to receive information from all “reportable devices”. This not only includes camera recordings or receiving images, but also certain alarm devices signaling UP is part of what is required.
 - D. During the discussion about campus CSCS policies, it was concluded and agreed to that over-arching campus policy should be drafted and implemented. Mr. Ellis stated there have been past attempts to do this but the effort has stalled. Mr. Ippolito stated in the absence of a camera policy, the current relationship/direction established between PPD and IT is sufficient to meet the technical challenges (but not the funding issues).

IV. Discussion Topics and Issues

- A. It was noted that there are evolving challenges and issues associated with the analog/DVR to IP camera system transitioning. Although converting to this new IP technology is the right thing to do and is best for the university, there are many problems/issues associated with this transitioning. Some are as follows:
 - i. Current software for viewing IP cameras is web-based, and there may be firewall issues preventing it from working on the computers of key staff members or departments (i.e., Health UP).
 - ii. There is no definitive transition plan for the IP camera upgrades. The current process involves a department “pay as you go” approach for installs, repairs, and replacements.
 - iii. Overall funding for system maintenance and upkeep is challenging. PPD does charge a small camera storage fee with each new camera install, but this is not enough.
 - iv. The new IP CSCS requires Health IS Firewall coordination, along with adequate switch capacities (or enough ports for IP types) to accommodate integration of new and changed cameras.
- B. USF Health has approximately 371 cameras covering areas support by the CSCS network; currently there is no way to determine how many analog/DVR units are in the existing inventory.
- C. Follow-up and receiving feedback on new camera installations and replacements has become very complicated; there is difficulty here with regards to end users getting reports of camera outages, installations and replacements.
- D. Currently there is no uniform campus policy or procedure stating how the CSCS should be used, managed, planned system changes, funded, or how routine work request are made. It was the general consensus of the group that a campus policy is needed.

V. CSCS Improvement Strategies and Action Items

- A. It was the general consensus of all that there are process and procedure problems associated with using and operating the CSCS, along with challenging technical issues associated with network maintenance and the forthcoming technical upgrades. Since the majority of the issues raised with the CSCS are associated with USF Health, it was agreed by all to start development of an executable plan to correct the technical and operational discrepancies identified in the HSC area first. This draft plan will serve as a model template for implementing the necessary changes in other areas of the USF campus. Also it was agreed to continue to convene regular meetings on this subject and document the evolving action items, which will help support the development of a CSCS uniform campus policy.
- B. The following are the immediate Action Items being addressed, collectively, by this group:
 - i. PPD and USF IT will work jointly with USF Health Facilities/IS to determine the exact number of analog/DVR and IP cameras in the HSC area inventory, and develop a draft plan which will include converting units, needed systems connectivity, and the estimated cost associated with this work.
 - ii. PPD/USF IT to work with Health IS to identify and resolve network firewall issues and identify the number of necessary switch ports required to support all planned IP camera change-outs.
 - iii. PPD and USF IT (Health IS to assist) will quickly work to resolve network/firewall issues related to the IP camera web viewer on Health UP computers to allow HSC Police to view pertinent areas of responsibility. Followed by resolving the same for certain HSC Facilities personnel workstations. Note that dedicated viewing workstations may be required due to firewall issues.
 - iv. Health Facilities will request new camera installs using the current Space Impact Request process. The newer IP cameras have a mechanism to notify PPD when a HSC camera fails. On receiving such notice from the system, PPD will contact Health Facilities (4-3017).

VI. Meeting adjourned at ~2:35 pm

VII. Minutes submitted by Stan Douglas, HSC Facilities

Next Meeting: May 21, 2013 @ 1:30 pm, in MDC 1419