AGENDA ITEM SUMMARY

1. NAME OF ITEM: Theft of Keys at USM and Follow Up

2. INITIATED BY: James H. Page, Chancellor

3. BOARD INFORMATION: X  BOARD ACTION:

4. BACKGROUND:

Following a theft of keys from a university van sometime during the evening of October 21 or the early morning of October 22, the University of Southern Maine has implemented extensive follow-up actions to maintain the security of its facilities and to inform the USM community. The current preliminary cost estimate would not require the project to be considered by the Finance and Facilities Committee or full Board of Trustees. The final cost remains uncertain at this time.

Background and immediate actions:

With regard to the specific incident at USM, sometime after the University closed on Monday night, October 21, and 5:45 a.m. Tuesday morning, October 22, 2013, materials were stolen from a university van assigned to systemwide Information Technology Services and parked on the Portland Campus. Campus police were notified as soon as the matter was discovered. Dick Campbell, USM’s Chief Financial Officer, was notified by campus police at 10:00 a.m. that it had been determined the theft included master keys for the Portland and Gorham campuses. USM’s President and members of her cabinet were notified by 10:30.

Plans to begin immediate lock replacement were developed. Locks on external entry doors were replaced first. While main entrance doors in all residence halls are controlled by card access and did not need to be replaced, the service doors to residence halls are mechanical and were the highest priority as they provide a means of entrance into student spaces. Additional Police and other staff were assigned to work evening and weekend hours until all buildings were re-secured, which was completed by October 31, 2013.

The USM community was first notified of the theft, steps being taken to address it, and reminding them of the importance of securing records in locked files and good computer security practices at 2:30 p.m. on October 22, 2013. Subsequent emails were sent on October 25 and October 31 to keep the USM community informed. Communications will continue as necessary.
The cost of re-keying at USM will best be known once a solicitation is conducted to complete the necessary work beyond those immediate steps which have been taken to secure the facilities. While an exact count is not available, USM has approximately 5,600 interior and exterior doors. This includes those already secured by electronic locks. If the locks and keys were replaced with traditional keys and cores, the estimated cost would be between $200,000 and $400,000. As a specific current plan, projects have been created in the usual process to carry out this work with a total cost estimate of $350,000. Those projects are #6200168 and #6200169. The former is for E&G buildings and the latter is for Auxiliary buildings at the Portland and Gorham campuses of USM. Information about the costs associated with partially or completely converting some of these units to electronic access is not known at this time but is part of the follow-up plan as described above. The University also is exploring the extent of its insurance coverage.

**Opportunity and follow-up:**

In addition to the incident-specific response, the University of Maine System is using this as an opportunity to assess the status of building access control systems across the university and to address the issue comprehensively. A dedicated systemwide team will make an assessment and report its recommendations to the Vice Chancellor for Administration and Finance. The team will make at least an initial report to the Vice Chancellor for Finance and Administration by December 20, 2013. The systemwide teams that have been established for various administrative review activities will be the model and stakeholders will be invited to participate from various user and administrative communities such as but not necessarily limited to facilities management, food services, telecommunications, conferences, residence life, campus security and risk management.

There are additional existing university teams working on related issues. Those teams will be informed and integrated into this access-specific initiative. For example, the existing administrative review teams regarding facilities management planning and facilities management functions will be kept advised of this building control initiative by direct participation or by liaison team members.

Similarly, the ongoing and Trustee-approved software project to adopt and implement an Integrated Workplace Management System tool includes a building access component. Independent of current events, that team is developing a systemwide Standard Operating Procedure to govern business process of key control and issuance. That team and its preliminary draft of this procedure will be incorporated in this initiative so the facilities project can inform the assessment and, in turn, be informed by the assessment.

Information gathering already has begun to support this access-specific assessment, including information regarding the status of electronic versus mechanical building access systems. A recommendation regarding the University’s long-term plan in this area is a likely outcome of the assessment. In addition to the information in this agenda sheet, a more detailed timeline of the incident at USM was provided to the Finance, Facilities and Technology Committee. The timeline is summarized above in the background section. Also, an executive session is scheduled for Trustees to discuss any element of this matter that is most appropriately conducted in executive session pursuant.