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Introduction

As a Department Access Controller [DAC] you can ask for Building Access Control [BAC] support via a ServiceNow catalog. Only DACs can view the service offerings since it is expected that your users go through the access protocols you have in place. Below you will find steps that will guide you on how to ask for assistance should you need us.

Log in to ithelp.ucsb.edu

To submit a ticket having to do with Building Access Control:

1. Log in to ithelp.ucsb.edu
2. Enter your UCSBnetID and password in the SSO window
3. You might need to click on the Information Technology Services icon.
4. After clicking on the Information Technology Service category, you will see the Information Technology Services portal
The Enterprise Business Application category

The Enterprise Business Application category is the place where the Building Access Control [BAC] service is found. Hovering on the category displays the BAC service offerings.

Another way to access the BAC service offerings is to use the long search bar at the Information Technology Services portal. If you type the word “BAC,” and wait a few seconds you will see all the service offerings.
Service Offerings

As of the publishing of this document, there are seven service offerings.

1. Building Access Control Question
   ○ Use for **asking** a question about Building Access Control (BAC).

2. Request Building Access Control Configuration
   ○ Use for **requesting** a modification for BAC configurations, such as alarms, alerts, and access and schedule grouping.

3. Request New Account
   ○ Use for **requesting** a new BAC account for system access.

4. Enterprise Business Application Problem
   ○ Use to **report problems** with BAC accounts, cards, readers, and schedules.

5. Request Building Access Control Door Schedule Updates
   ○ Use for **requesting** BAC Door Schedule updates.

6. Extend or Remove an Account
   ○ Use for **requesting** BAC extensions of the expiration date of or remove an account for yourself or on behalf of someone else.

7. Request Building Access Control Reports
   ○ Use for **requesting** BAC reports.
Examples

You want to know who has door access to your offices which are managed by the campus’ Building Access Control system.

You would choose either the Building Access Control Question offering or the Request Building Access Control Reports offering.

A card is not working with the reader that used work last week.

The card owner will always be referred to check with the DAC first. The DAC can then evaluate if the card is still good and if the issue needs to be escalated. You would use the Enterprise Business Application Problem service offering to report the problem.

You are moving to another department and you wish for your replacement to have DAC access as you currently do.

You would choose the Request New Account service offering.

You changed a door schedule last Friday, but now it is the following Friday and you are out on vacation, but forgot to change the schedule back to normal before you left.

You would use the Request Building Access Control Door Schedule Updates service offering.

A card’s expiration date needs to be changed.

You would use the Extend or Remove an Accounts service offering along with the users’ report you are provided by the BAC administrator.

You wish to modify an alert for a specific area.

You would use the Building Access Control Configuration service offering.