FAM Audit Certification FAQ

What is the FAM audit certification?: The FAM audit certification is a two week window wherein the assigned auditors of door plans review the names of those granted access to various doors. The auditors are responsible for updating or removing access to those who no longer have an approved business or educational need. Once each door plan is confirmed to be up-to-date, the auditor will click a single certification button to indicate that all assigned door plans have been audited.

How will I know that an audit is due?: During the 3rd week of the fall, winter and spring academic terms, a reminder notice will be sent to all FAM proxies warning them that the auditing window will be open from the 5th-7th weeks of the term. Proxies are asked to share this information with their respective delegates with auditing responsibilities. In addition to the advanced notice, there are several automated e-mails sent to every auditor reminding them to perform their audit during the two week auditing window.

What if I am a Facility Access Manager but do not receive a notice about the audit/certification?: Failure to receive the automated notice is typically due to one of the following scenarios:

- You may be the FAM in charge of a particular door plan but were not assigned to be the auditor of that plan. To correct this, speak to the person who delegated privileges to you and verify whether or not you were intended to be the plan auditor. It may well be the case that your supervisor has appointed someone else to audit the plan toward establishing more robust checks and balances.

- The online audit/certification pertains only to door plans related to card swipe access. If you are a FAM and only have responsibility for keys or the Public Safety access list, you will not receive an online self-certification form. You are, however, required to perform your key audits and to update your Public Safety access list as outlined in the Facility Access Management Policy guidelines.

What if the door plan spreadsheet attached to the automated audit e-mail contains errors?: Use the online FAM tool to correct any errors relating to door plan privileges. Contact Information Services for any errors that you are unable to self-correct. Ultimately, auditors are not certifying that the reminder spreadsheet is correct; rather, they are certifying that the information contained in the online FAM system has been corrected and is up-to-date at the time that the certification button is clicked.

What happens if a door plan has no assigned auditor?: Reminder notices will be sent to the proxy of the affected area encouraging them to assign a plan auditor before the auditing window begins. If no auditor is assigned prior to the onset of the auditing window, it becomes the proxy's responsibility to certify that door plan.

What happens if I miss the two week auditing window?: For security and data integrity purposes, the audit can be initiated only once per academic quarter and the results cannot be reset or otherwise altered. Thus, failure to certify any door plan during the auditing window will result in failing that portion of the audit and result in notification to the VP/dean.

What happens if a door plan auditor is on leave or otherwise unavailable during the auditing window?: The proxy, or supervisor who delegated FAM privileges to the unavailable individual, may reassign auditing responsibilities to themselves or to another appropriate, fulltime faculty or staff member prior to the auditing window.

What happens if I fail to certify a portion of the audit?: Failure to certify any door plan will result in notification to the appropriate VP/dean. Since the online auditing window cannot be reopened once closed, the only option is for the VP/dean to have the appropriate person review the uncertified door plans and verify that assigned access privileges are correct. This person should document their efforts and save that documentation to demonstrate compliance with the policy in the event of an internal audit.

What happens if I accidentally click the certify audit button before I am ready:? Exercise caution and do not click the certify audit button until you are ready to do so. Once the button has been clicked, your audit has been certified for the current quarter and it is impossible to reset. That said, the most important aspect of the audit is the process of double-checking assigned door privileges and making any needed updates or corrections. In the event of an accidental certification, promptly ensure that your assigned door plans are reviewed and updated as warranted.

What if I make changes to someone's door access privileges after I have certified my audit?: The expectation is that FAMs will regularly update door access privileges to match the business or educational needs of their constituents. For this reason, the audit is to be thought of as a snapshot in which the auditor is certifying that their door plan information is correct in the online FAM tool at that particular moment in time. FAM's should not hesitate to modify or correct information throughout the quarter, as necessary, to comply with the spirit of the Facility Access Management Policy.

Do I need to notify anyone in Information Services, Facility Operations or Public Safety that I have completed my audit certification?: You do not need to notify anyone in Information Services, Facility Operations or Public Safety that you have completed your audit certification. You may however wish to notify your immediate supervisor or the FAM proxy for your area/department, as appropriate.

What should I do if I can't remember if I clicked the certify audit button?: In this case, you can go to the certification page. If you are able to access the certification button, it means that you did not already certify the quarterly audit. If you are unable to access the certification button, it means that you have already certified your audit.

I have generic access or "zombie" cards assigned to me, how can I complete my audit?: At this time, "zombie" cards are not auditable through the current process. This may change in the future, as there is a project in the IS development queue to expand departmental control of "zombie" cards. In the meantime, departments should make requests through ID Card Services to add or remove "zombie" card privileges whenever changes are warranted. It is understood that clicking the certify audit button means that one is certifying only the door privileges that they have the ability to directly control and that certification does not pertain to the "zombie" cards at this point in time.