



Massachusetts Information Technology Center Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures, services, and policies and provide an orientation to the Massachusetts Information Technology Center and community.

The Massachusetts Information Technology Center (MITC) is managed and maintained by The Division of Capital Asset Management and Maintenance (DCAMM).

- Cleaning
- Mechanical maintenance
- Grounds
- Pest control
- Emergency response and life safety systems
- Security
- Parking
- Access



If you have any questions, please contact the DCAMM office located on the third floor of the MITC building (617) 660-5500.

NOTE: The Massachusetts Information Technology Center operates 24/7 - 365 days per year. DCAMM Maintenance Operations office hours are from 8:00 am to 4:00 pm Monday through Friday. MITC Security 24/7 can be reached at (617) 660-5530.

As policies and procedures change or are revised, the Occupant Handbook will be updated to reflect these changes.

Contents

Building Operations and Contacts	Page 3
Building Information	Page 4
Directions to the Massachusetts Information Technology Center	Page 4
Building Hours of Operation	
Conference Room	Page 5
Contractor Work Permit	Page 6
Control Center/Operations Office	Page 7
Emergencies	Page 8
Emergency and Fire Response Plans	Page 9
Emergency Procedures Plan	Pages 10-22
Fire System Information	Page 23
Photo Identification and Access Cards	Page 24
Incident Report	Pages 25-27
Key Management	Page 28
Law Enforcement/Loading Dock/Contractor Access	Page 29
Lost and Found	Page 30
Modification of Office Space	Page 31
Parking Policies and Procedures	Pages 32-36
Pest Control	Page 38
Posting Notices and Posters	Page 39
Prohibited and Dangerous Items	Pages 40-41
Security	Page 42
Services	Page 43
Smoking Policy	Page 44
Work Order Request	Page 45

MITC Building Operations and Contacts

The DCAMM Maintenance Operations office located on the 3rd floor of the MITC Building is available during regular business hours to respond to questions regarding concerns within the MITC. The Security Station in the Main Lobby may be contacted after business hours for emergency maintenance needs. They can be reached at **(617) 660-5530**.

The [Control Center](#), located in Room 109 of the McCormack Building, is available during regular business hours to respond to questions regarding concerns within the Hurley, Lindemann, McCormack buildings and State House. The Control Center may be contacted Monday through Friday during business hours, 8:00 am-5:00 pm, at **(617) 727-1100**; after business hours at **(617) 727-1000**.

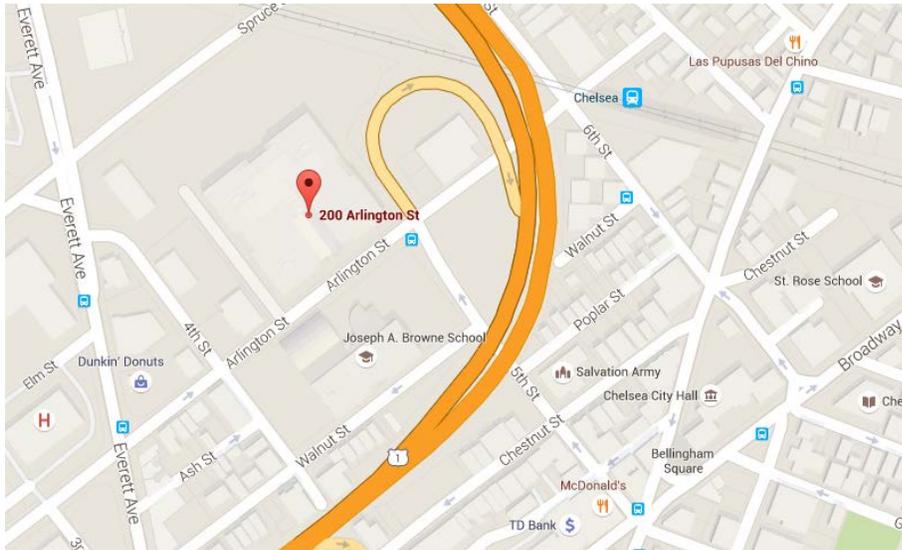
CONTACT	LOCATION	PHONE/FAX	E-MAIL
Building Operations Main Office	3 rd Floor	(617) 660-5500	
Richard Goulet, Director of Operations and Maintenance	Room 1500 McCormack Building Boston, MA	(857) 204-1293	Richard.goulet@state.ma.us
Jeffrey Dill, Facility Manager	3 rd Floor	(617) 660-5502	Jeffrey.dill@state.ma.us
Edward Kennedy, Director of Life Safety and Security	Room 107 McCormack Building Boston, MA	(617) 727-1000 ext 31237	Edward.kennedy@state.ma.us
24/7 Control Center	Room 109 McCormack Building Boston, MA	(617) 727-1000	ControlCenter@MassMail.state.ma.us
MITC Security	Lobby	(617) 660-5530	



MITC Building Information

Directions to the Massachusetts Information Technology Center

Massachusetts Information Technology Center
200 Arlington Street
Chelsea, MA 02150



Driving from the South

- Take Rte1 North over the Tobin Bridge.
- Take the Beacon Street Exit and proceed to Chestnut Street.
- Take left on Chestnut and right on Arlington.
- The MITC will be on the left. Visitor parking 1 block up on right

Driving from the North

- Take Rte1 South to Carter St. exit
- Right on Carter to Lights (Everett Ave)
- Left on Everett to Arlington
- Left on Arlington
- The MITC will be on your left. Visitor parking 1 block up on the right

Commuter rail

- Located one block east of the MITC on the North Shore rail line

MBTA (Bus)

- The 111 Bus from Haymarket services the Chelsea location



MITC Conference Room

The MITC has a conference room located on the second floor near the Café. The Café conference room is comprised of two rooms with a movable partition allowing the two rooms to be joined accommodating groups up to 60.

Each room has space for approximately 30 people with tables and chairs to accommodate either a Boardroom configuration or classroom / theater arrangement.

Persons utilizing these rooms are asked to return the room to its previous configuration and condition when they are done.

The Café conference room can be reserved by contacting the DCAMM Operations Office on the 3rd floor **(617) 660-5500**.

MITC Control Center/Operations Office

Located on the third floor of the MITC, the DCAMM Operations Office is available during regular business hours to respond to questions regarding the following concerns:

Air Circulation	Leaks
Air Conditioning	Lighting
Air Quality	Pest Control
Cafeteria	Recycling
Ceiling Tiles	Restrooms
Conference Room	Safety
Electrical	Security
Elevators	Signage
Engineering	Smoking Complaints
Falls	Spills
Fumes	Temperature
Graffiti	Trash
Heating	Ventilation

Contact Information for Customer Service:

Regular Hours : (617) 660-5500 Mon. - Fri. 8:00 am – 4:00 pm

Fax: (617) 660-5504

After Hours: Security (617) 660-5530



MITC Contractor Work Permit

Agencies must have a permit from DCAMM to make any changes to their work spaces. Contractors are not allowed into DCAMM buildings without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations. Original and copies (as well as related drawings, floor plans, and charts) must be received by DCAMM two weeks prior to beginning the project. All work must be coordinated with the DCAMM Operations office (617) 660-5500.

MITC Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in, or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Security and Life Safety Department holds evacuation team meetings and training sessions throughout the year.

EMERGENCY CONTACTS	PHONE #
Emergency	911
Control Center (24 hour)	617-727-1000
State Police (Revere Barracks)	781-284-0038
DCAMM Building Operations	617-660-5500
DCAMM Deputy Director of Security and Life Safety	617-727-1000
EMERGENCY SITUATIONS	
Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather Toxic Hazards	



MITC Emergency and Fire Response Plans

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to have a detailed Occupant Emergency Plan, which shall include the maintenance of a network of Emergency Team Leaders from every agency and work area. These Emergency Team Leaders are trained tenant agency personnel familiar with the Occupant Emergency Plan. In addition, they appoint agency personnel to various Evacuation Team positions, assist DCAMM with fire safety issues on their floors, advise and direct tenants during fire drills and actual emergencies. DCAMM staff shall meet routinely with Emergency Team Leaders.

It shall be the responsibility of all Emergency Team Leaders to be familiar with the Occupant Emergency Plan and keep current records of all personnel with disabilities. All tenants of a work area are required to obey the direction of their Emergency Team Leaders during an emergency situation and adhere to the Occupant Emergency Plan. Emergency Team Leaders are responsible for the entire floor, not just the agency/area in which they work. If for any reason an Emergency Team Leader leaves his or her position in state government or transfers to another location, it is the agency's responsibility to inform DCAMM of his or her departure.

MITC Emergency Procedures Plan

ABOUT THIS PLAN

This Emergency Response Plan is for use by all the occupants of the Massachusetts Information Technology Center (MITC). It contains comprehensive occupant information relative to the various elements of the plan, the organization of emergency response teams, specific response procedures and action items, and facility emergency information. This Occupant Section of the Emergency Response Plan is available online at Mass.Gov on the Division of Capital Asset Management and Maintenance web page.

IMPORTANT:

If you are accessing this plan due to an ongoing emergency:

- Locate that emergency (**bold red lettering**) section, and
- Follow the procedures for that emergency.

I. EMERGENCY PLAN

A. PURPOSE

The purpose of this emergency plan is to:

- Ensure the immediate notification and activation of all emergency personnel,
- Provide a clear course of action to be followed during any emergency situation,
- Ensure the immediate relocation of affected building occupants as quickly and safely as possible, and
- Familiarize all occupants with the specific emergency procedures and appropriate response.

B. GENERAL

The activation of a sprinkler head, smoke detector, or pull station immediately notifies Building Security that an emergency situation exists, automatically summons the Chelsea Fire Department, and signals the occupants to evacuate

An effective emergency response requires teamwork. This plan will clarify the roles of building occupants, Emergency Team Leaders, DCAMM personnel, the Massachusetts State Police, and first responders in the event of an emergency.

Although building evacuation may occur as a result of any major emergency, the most common reason is fire alarm activation. Once an evacuation has been ordered, the same evacuation procedure used during a fire emergency should be followed.

Most fire alarm activations will call for evacuation. It is critical that all personnel exit the building immediately. Do not re-enter the building until the Chelsea Fire Department gives permission to do so.

II. REPORTING

A. GENERAL

The proper reporting of any emergency situation is crucial in assuring the fastest and most appropriate response by emergency personnel. Since there are several reporting options available to occupants, it is important to know the benefits and the limitations of one option over another.

B. REPORTING A FIRE - OPTIONS

1. **Locate the nearest fire pull station and pull the lever down completely.** *This is the fastest and most direct method* to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency requiring immediate evacuation. Pull stations are located at key points throughout the MITC building. Become familiar with their locations.

OR

2. **Call 9-911.** Give the operator the following information: address, floor, tenant, and the location of fire or smoke if known.

AND

- 2a. **Immediately call MITC Security at 617-660-5530,** inform them that a 911 call has been placed, and supply them with the same information given to the 911 operators.

OR

3. **Call DCAMM Control Center at 617-727-1000.** Give the Control Center the following information: floor, room number (if available) tenant, and fire or smoke location if known.
4. After the alarm system has been activated, locate the Emergency Team Leader and inform him/her of the location and nature of the emergency.

C. REPORTING OTHER TYPES OF EMERGENCIES

In the event of any other type of emergency (i.e. medical, bomb threat, etc.), alert the proper authorities, notify your Emergency Team Leader, and await further instructions.

Control Center (24hour)	617-727-1000
MITC Security	617-660-5530
Massachusetts State Police	781-284-0038
Chelsea EMS	911
Chelsea Fire Department	911
Chelsea Police Department	911



For posting in tenant areas:

EMERGENCY NUMBERS

911
617-660-5530 MITC Security
617-660-5511 MITC Security Manager
781-284-0038 State Police (Revere A-5)
617-727-1000 Control Center

IN CASE OF FIRE:

- GO TO THE NEAREST PULL STATION.
- PULL THE LEVER DOWN COMPLETELY.
- BEGIN THE EVACUATION.

IN CASE OF OTHER EMERGENCY SITUATIONS:

- CALL **911**
- CALL THE CONTROL CENTER AT: **617-727-1000**
- OR CALL THE STATE POLICE AT: **781-284-0038 (Revere A-5)** AND ADVISE THEM OF THE EMERGENCY IMMEDIATELY.
- FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE MEDICAL OR EMERGENCY CONDITION.

MEDICAL EMERGENCY NOTE: If a medical emergency call has been placed to **911** you **MUST** also notify Building Security at **617-660-5530** and advise them of the nature and location of the emergency **AND** that Emergency Medical Services have been summoned via a call to **911**.

III. EMERGENCY RESPONSE PROCEDURES

A. GENERAL

The following pages establish procedures to follow for various emergency situations. Please become familiar with them.

While evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of a building to evacuate are highly dependent upon the nature and circumstances of a specific emergency.

For example, the activation of the fire alarm system at the MITC will require the evacuation of the entire building. Most other emergencies may **not** require **immediate** evacuation. Some emergencies may require the occupants to leave the immediate area but not evacuate the building.

The Emergency Response Plan has been developed and organized according to the Incident Command System, (ICS). Knowledge of the Emergency Procedures is your most important tool.

Some things to remember:

- When the alarm system is activated all doors are available to be used as an emergency exit. Be familiar with at least two emergency exits in your location.
- Do not use the elevators for emergency evacuations.
- Follow the instructions of the Emergency Team Leaders and Emergency Response Personnel.
- **The overriding concern is for Life Safety. Use common sense.**

B. EMERGENCY SITUATIONS

IN CASE OF FIRE

1. **Report the fire.** Locate the nearest fire pull station and pull the lever down completely.
2. **Evacuate the building** via the nearest exits. Using the stairwells. Do not use the elevators. Leave the building, go outside.
3. **Listen to Emergency Announcements** and follow directions.

Pull stations are located at key points and are the fastest and most direct option to insure that all emergency response agencies and building occupants are immediately notified of an emergency. Become familiar with their locations.

Other methods of reporting a Fire include:

Call 9-911. Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

THEN

Call Building Security at 617-660-5530. Give the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

Call the State Police at Springfield (781-284-0038). Give the MSP (Revere A-5) the following information: floor, room number (if available) tenant, and fire or smoke location if known.

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired** personnel should **report to the passenger elevator lobby** on each floor for evacuation to the Ground Level, level unless otherwise instructed.
- **All others should proceed carefully down the stairs** using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.
- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to ground level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the "all clear" command is given. **Under no circumstances** return to an evacuated floor or building except as directed by Fire Department personnel
- When exiting your office area take only wallets and handbags and close, but **do not lock** all doors.

IN CASE OF MEDICAL EMERGENCY

Immediately

1. Call 9-911. Give the operator the following information: address, floor, room number (if available), tenant, and type of medical emergency if known

AND

Call MITC Security at 617-660-5530 and inform them that a **911** call has been placed and supply them with the same information given to the 911 operators.



Additional Medical Emergency Response Considerations

- Once notified, Security will contact Team Leaders and security personnel will immediately take control of a passenger elevator for use by emergency responders.
- Position volunteer employees at strategic intersections and/or doorways to act as a guide to responding personnel. This will improve response time considerably.
- Make sure someone is assigned to an office phone, able to take and place calls.
- If possible have the name, age, and date of birth of the patient written on a piece of paper and available to the first emergency responder.

B. EMERGENCY SITUATIONS (continued)

IN CASE OF BOMB THREAT

1. **Report the threat immediately** to the State Police at **781-284-0038 (Revere)**
2. **Briefly inspect the area** for any suspicious objects or devices. **Never touch or move a suspicious object.**
3. **Remain calm** and await instructions from the State Police or via the public address system.
4. **If instructed** to evacuate the building, **leave by the nearest exit**, walk to the nearest stairwell, proceed to lobby level and exit the building.

NOTE ATTACHMENT FOLLOWING PAGE: State Police Bomb Threat Data Form (Questions to ask caller, items to listen for and note.)

Other methods of reporting a Bomb Threat include:

Call 911. Give the operator the following information: address, floor, tenant, and location of device if known.

OR

Call DCAMM MITC Facility Management Office 617-660-5500

OR

Call MITC Security at 617-660-5530 and inform them of the Bomb Threat

Additional Bomb Threat Considerations:

- Persons knowing of the bomb threat should **visually inspect their work areas** for suspicious or unknown objects or devices. **Never touch or move a suspicious object.**
- Evacuating a floor or building without knowing exactly where a device is located may be dangerous.
- If evacuation is required, tenants will be notified via the public address system and normal evacuation procedures will be followed. Once outside the building, occupants should assemble at least 500 feet from the building.
- One individual who is very familiar with the involved area should report to MITC Security and identify him/herself as an individual with knowledge of the area involved in the threat.
- A copy of the MSP Bomb Threat Data Form (attached) should be distributed to all personnel answering general telephone calls on a regular basis.
- DCAMM Buildings procedures comply with, and are based upon, State Police General Order SOC-02 6/23/97. Evacuation will only take place if deemed essential. If evacuation is necessary, the emergency evacuation procedure will be followed.

REMEMBER:

Do NOT touch, attempt to move, or in any way disrupt a suspicious device.

CALL the State Police at 781-284-0038 (Revere)



B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

Massachusetts State Police Bomb Threat Data Form
State Police –Revere 781-284-0038

Exact wording of the threat: _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____

5. What will cause it to explode? _____
6. Did you place the bomb? _____ If so, why? _____

7. What is your name? _____
8. What is your address? _____

Callers Voice: (circle any that apply)

Calm / Nasal / Angry / Stutter / Excited / Lisp / Slow / Rapid / Deep / Soft / Loud / Crying / Accent /
Ragged / Distinct / Laughter / Normal / Clearing throat / Slurred / Disguised / Whispered / Deep
breathing / Cracking voice.

If voice is familiar, who does it sound like? _____

Background Sounds: (circle any that apply)

Street noise / Voices / Factory machinery / Music / Crockery / Clear / Static / Motor / Animal noises / PA
system / Local / Sirens / Horns / Phone booth / Long distance / House noises / Office machinery / Other

Threat Language: (circle any that apply)

Well spoken / Incoherent / Foul / Taped / Irrational / Prepared message read.

Remarks: _____

Received by: _____ **Position:** _____ **Phone:** _____

Date: _____ **Time:** _____ **AM/PM**



B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

IN CASE OF A HAZARDOUS MATERIAL EMERGENCY

Prior to the arrival of emergency response personnel the following steps should be taken:

1. **Report the incident immediately.**
2. Instruct those who have not come in contact with the hazardous material to leave the immediate area but to remain on the floor.
3. Persons who have been, or may have been, in contact with hazardous substances should **immediately wash thoroughly with warm water and soap**. Do not touch the eyes, nose, or any other body part.
4. Persons who had no contact with any materials but were in the vicinity should **stay together** in a **safe location** nearby to **await instructions and assistance** from emergency response personnel. Do not leave the floor unless instructed to do so.
5. In a hazardous materials emergency, **containment** of the materials and individuals exposed **may be critical** to preventing additional unnecessary contamination. Isolate the area or close off the room by closing all doors. **Turn off all fans and air conditioners.**
6. **Follow the directions** of emergency response personnel exactly and immediately.

Other methods of reporting a Hazardous Materials Incident include:

Call 911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known.

THEN

Call MITC Security at 617-660-5530. Give building Security the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call the DCAMM Control Center 617-727-1000

Additional HAZMAT Considerations:

1. Hazardous materials (HAZMAT) emergencies can occur at any time.
2. If you suspect a dangerous, **life threatening condition** exists, initiate emergency procedures immediately.
3. If you encounter an unidentified liquid spill, or detect a strange odor, or notice the presence of any foreign substance report it immediately.
4. Remember, containment helps reduce contamination, stay together in a safe place.

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

IN CASE OF FAINT ODOR OF SMOKE OR BURNING

1. Call Security to notify Engineering to report the type of smoke/smell and location immediately.
2. Follow instructions when provided.
3. **If you suspect a dangerous condition exists**, locate the nearest fire pull station and pull the lever down completely.

There will be occasions where you will encounter a burning odor or a faint trace of smoke. These may be due to electric light fixtures overheating slightly, slipping belts in running machinery, or they may be something much more serious.

Call the below listed numbers immediately:

Call MITC Security 617-660-5530, Give them the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call 911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the **DCAMM Control Center at 617-727-1000**.

OTHER EMERGENCIES

For reporting other potentially dangerous situations, or for any other safety issues or concerns:

Call Building Security at 617-660-5530
OR
Call the State Police at 781-284-0038 (Revere)
OR
Call the DCAMM Control Center at 617-727-1000..

IV. EMERGENCY TEAM LEADER DUTIES

A. GENERAL

Duties of the Emergency Team Leaders are outlined on the following pages. Please make note that since the Occupant Emergency Team is made up of volunteers, the effectiveness of this, or any, emergency plan depends upon the support and participation of all tenant agencies and the cooperation of all personnel involved.

B. OCCUPANT EMERGENCY TEAMS

The Occupant Emergency Teams (OET) are responsible for the initiating and directing emergency procedures in their assigned areas and maintaining contact with the Command Center Team. The OET's consists of the following positions:

Emergency Team Leader (ETL):

- Insures that occupants are aware of emergency procedures.
- Maintains a complete and accurate record of areas of responsibility and relevant data to include personnel on team, special safety or medical requirements, a list of emergency personnel in the area, and a current copy of the Occupant Emergency Plan.
- Keeps occupants of floor informed during any emergencies. Advise occupants of any sudden changes in the evacuation procedures. (Keep in mind Murphy's Law.)
- Directs the orderly flow of personnel during an emergency or drill in accordance with established emergency plans.
- Makes floor clearance/accountability report to the Command Center upon evacuation.
- Appoints an Assistant ETL, a Disabled Persons Monitor, an Area/Room Monitor, and a Stairway Monitor as well as alternates for these positions.

Assistant Emergency Team Leader:

- Serves as the Emergency Team Leader (ETL) in his/her absence.
- Assists in the orderly evacuation of occupants in the event of an emergency or drill.
- Informs co-workers of emergency procedures.
- Assists other team members as necessary.

Disabled Persons Monitor:

- Assists the disabled and mobility-impaired to the passenger elevator lobby in preparation for evacuation. Escorts out of the building and/or to a safe area as directed.
- Maintains an accurate and complete roster of disabled personnel including name, phone number, and nature of disability.
- Knows the location of all disabled persons and facilitates their evacuation in an emergency or drill.

IV. EMERGENCY TEAM MEMBER DUTIES (continued)

Disabled Persons Monitor (continued)

- Confirms the safe condition of all disabled persons to the ETL at the conclusion of the emergency.

Area/Room Monitor:

- Facilitates an efficient and complete evacuation of an assigned area.
- Ensures that area occupants have been advised of evacuation routes.
- Reports to the Emergency Team Leader when the area is cleared and the status of the evacuation of any disabled persons.
- Inspects all area offices, conference rooms, training rooms, computer rooms, bathrooms, etc. to ensure complete evacuation.
- Is last to exit, closes but does not lock, all doors.
- Assists the Disabled Persons Monitor and/or the Stairway Monitor as required.

Stairway Monitor:

- Determines if the stairway is safe to be used for evacuation. Checks for any signs of smoke or heat.
- Closes elevator lobby and or smoke doors, if necessary.
- Maintains an orderly flow of traffic in, and to, the stairwells. Does not allow individuals to loiter, carry large/obstructing objects into the stairwells, travel against the flow of traffic or reenter evacuated areas.
- Helps keep stairwell open for left side passage of emergency responders and/or identified DCAMM Command Center Team members.
- Reports stairway clear to Emergency Team Leader.

V. MISCELLANEOUS INFORMATION

- **The DCAMM Control Center** is manned 24/7 to monitor DCAMM managed buildings. It is located at the McCormack Building, lobby level Room 101 **(617-727-1000)**
- **MITC Security maintain a 24-hour presence at the MITC and the office is located in the Lobby (617-660-5530)**
- The **Deputy Director of Security** for **DCAMM** is located in Room 107 in the McCormack Building **(857 400-5535)**
- The **Massachusetts State Police Revere A-5 (781-284-**

MITC Fire System Information

The MITC Fire System Response is used for the planning and evacuation purposes. The evacuation response for this building is to evacuate all floors in the event of any alarm activation. Occupants of each affected floor should evacuate to their designated muster station when they get the alarm notification on their floor.

MITC Photo Identification and Access Cards

The MITC is a restricted card access only facility.

Replacement Cards:

Replacement cards may be obtained through the DCAMM Operations Office on the 3rd floor

Photo Identification Access Card Details:

Upon Agency approval DCAMM issues one nontransferable Photo ID Access Card (ID Access) to each employee. ID Accesses are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors or contractors unless the Commissioner or Director of Safety / Security deems it necessary.

ID Accesses remain the property of DCAMM and must be surrendered upon termination of employment with the Commonwealth. DCAMM assesses \$12 replacement fee for lost Photo ID.

Steps to acquire an original ID Access:

- Obtain a Photo ID application form from your agency liaison.
- Complete the form, making sure your name is exactly as it appears on your paycheck and indicating whether the application is for a new card, a name change or agency transfer.
- Have the form signed by your agency liaison.
- Photographs are taken in The DCAMM Operations Office on the 3rd floor. It is the responsibility of the agency liaison, upon receipt of an employee's access card, to verify that the employee is employed by his / her department, to issue the card to the employee, or return it to DCAMM.
- Lost cards must be reported to DCAMM Operations at 617-660-5500 immediately so they can be removed from the system. When an employee terminates state employment the agency is responsible to retrieve the ID Access and return it to DCAMM.

Steps to replace a Photo ID Access Card:

Please consult your agency Liaison regarding replacement of a lost or damaged card.



Incident Report Form



The Commonwealth of Massachusetts
 Division of Capital Asset Management & Maintenance
 Office of Facilities Management & Maintenance
 1 Ashburton Place
 Boston, Massachusetts 02108
 617 727-1000

Please fill in applicable space on Page 1 and provide narrative information on Page 2. Completed reports should be promptly submitted to the Director of Security, Division of Capital Asset Management and Maintenance

Date of Incident:	Time of Incident:	Day of Week:
Date of Report:	Report by:	
Location (Specific):		

Type of Incident:	Injury	<input type="checkbox"/>	Security Issue	<input type="checkbox"/>	Threat	<input type="checkbox"/>
<i>Check all that apply</i>	Fire	<input type="checkbox"/>	MV Accident	<input type="checkbox"/>	Assault	<input type="checkbox"/>
	Theft	<input type="checkbox"/>	Vandalism	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>

Involved Party:	Telephone #:	Ext.#
Agency?:	Visitor:	Witness:
Witness 1:	Telephone #:	Ext.#
Witness 2:	Telephone #:	Ext.#

Injuries? (Y/N)	Description of Injuries (specific):
------------------------	--

Police/Fire/EMS Notified?	Person Notified:
BSB Staff Notified?	Person Notified:

Complaint against (if applicable):		Agency/Visitor:	
Sex:	Male <input type="checkbox"/>	Race:	Age: _____
	Female <input type="checkbox"/>	Height: _____	Eye Color: _____
Other Identifiers:			

Date Received:	Referred to:	<i>Dcamm only</i>
Comments:		
Completed by:		Date:

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
 Page 1 of 3





The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
NARRATIVE OF EVENTS/INCIDENT

Narrative submitted by:	Date:
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See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
Page 2 of 3



The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
AFTER ACTION REPORT

This page is to be completed by Division of Capital Asset Management and Maintenance personnel.

EVENT

RESPONSE

COMMENTS

RECOMMENDATIONS/ACTION

Submitted by:	Date:
---------------	-------

INCIDENT # _____
Page 3 of 3



MITC Key Management

All MITC tenant agencies are requested to supply DCAMM with a key for access to their office areas to ensure quick response to fire, leaking water or personal safety of any agency employee.

MITC Law Enforcement/Loading Dock/Contractor Access

Complete the on-line form below for Contractor, Law Enforcement, Loading Dock, Visitor or Other access to the Massachusetts Information Technology Center at 200 Arlington Street, Chelsea, MA.

Parking at the MITC building loading dock is available for delivery/pick up from 6:30am to 3:30pm Monday through Friday. If you have any questions, please contact the DCAMM operations office at (617) 660-5500.

Below is a link to the MITC Facility Access Form:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/mass-information-technology-center/mitc-facility-access.html>

MITC Lost and Found

To report **lost property**, contact Building Operations Office at (617) 660-5500

Please bring **found items** to DCAMM Building Operations Office on the 3rd floor.

DCAMM will not hold items longer than 60 days.

Modification of Office Space

Any agency wishing to modify or renovate office space must notify DCAMM in advance and receive written approval from DCAMM on the Contractor Work Permit form prior to beginning any such projects. The notification shall include scope of work, the hours during which work will be performed, and the names of the contractors performing the work. Outside contractors hired by agencies to perform services must show written proof of DCAMM approval and workers must have CORI's performed prior to the project commencing. For major renovations the tenant must obtain a building permit from the Department of Public Safety at (617) 727-3200 and an electrical permit. DCAMM is not responsible for providing materials or labor for any modification or renovation of office space.

Terms and Conditions for Renovating or Modifying Office Space by outside vendors:

- All approved construction shall be performed in a professional manner with only first class materials.
- Quality control is the responsibility of the applicant and subject to review and inspection by DCAMM.
- The applicant shall redo or replace at its own expense any work not approved by DCAMM due to material or workmanship.
- All work is to be performed in a manner causing a minimum of inconvenience to the facility's employees and the public.
- The applicant shall not allow the accumulation of debris in or about the work site.

Site clean-up and restoration is the responsibility of the Contractor and is subject to final review for approval by DCAMM.

MITC Parking Policies and Procedures

The Massachusetts Information Technology Center provides user Agencies with limited, secured surface parking. Parking spaces are allocated to employees by each user Agency. All employee parking lots At MITC are card access controlled, have been constructed with perimeter fencing, exterior lighting and remote security cameras to ensure the safety of the Commonwealth's employees, facility and vendors.

As MITC is a mission critical facility, users of the parking lots must expect strict compliance with the following parking policy and procedures. The Division of Capital Asset Management and Maintenance (DCAMM) is responsible to ensure the safety of the Commonwealth's employees, facility and visitors and will therefore rigidly enforce the following policy and procedures.

While we value all our employees and visitors and have faith that they will do their best to comply, please be advised that we have a "zero tolerance" policy for violations. The staff and Administration request that all involved persons be mindful that restrictions are in place for the safety of the staff, facility and the vehicles traveling through and around our premises. There will be consequences for anyone who willfully chooses not to follow the Parking Policies and Procedures including, but not limited to verbal/written warning, suspension and/or revoking of parking privileges.

The MITC Parking Policy and Procedures were developed by representatives from the MITC Agency User Executive Management team. Suggestions and complaints regarding these parking policies and procedures should be forwarded to the DCAMM Facility Management Office for review by the MITC Agency User Executive Management Team. Concerns regarding parking allocations must be brought to the attention of the relative Agency Representative.

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER

1. **Parking Assignment and Registration:** Once an Agency has granted an individual parking privileges to either lot A, C, or D, the individual must report to the DCAMM management office to complete the MITC Parking Registration form and receive a permit identification hang-tag which is to be affixed to the car rearview mirror. Any car that is not registered with DCAMM and/or does not have a parking permit tag will be ticketed by security and reported to DCAMM Facility Management and their respective agency.
2. **Access to Parking Areas:** Access to Parking Lots A, C, and D is provided by card access only. Access cards are programmed with specific Lot and timeframe information. In order to enter one of the above referenced lots, a user must present his/her valid access card to the pedestal mounted card reader. Upon a valid card read, the entrance gate will rise and the vehicle may proceed into the lot. When exiting the parking lots the exit gate will rise automatically as a vehicle begins to exit. Tailgating a vehicle entering the lot is strictly prohibited and may also result in the gate arm lowering down onto the trailing vehicle.

If an employee with registered parking, arrives to the facility without their access card, upon arrival to their designated lot, they may use the intercom system to alert security to the issue. The employee should provide security with their name, agency name and their vehicle permit identification hang-tag number. Upon security verifying that the employee has a valid vehicle permit identification hang-tag and lot access, access will be granted by security through the remote gate operator. After parking their vehicle the employee must sign-in at the front lobby security desk and notify their respective agency representative if they require assistance or replacement of their access card. The Agency Representative will then notify DCAMM for assistance.

3. **Visitor Parking:** The Visitor Parking Lot is located on Arlington Street, one block northeast from the building's main entrance. The Visitor's Lot is open Monday-Friday from 7:30 a.m. until 7:00 p.m. and is closed on weekends and holidays. All visitors must register with the front lobby security desk.

PLEASE NOTE: MITC AGENCY EMPLOYEES ARE NOT CONSIDERED A VISITOR, AND THEREFORE, MAY NOT PARK IN THE VISITORS LOT.

4. **After Hours Parking:** Personnel, who have safety concerns travelling to their car after work, may request after hours parking through their agency. After hours Lot A parking is Monday through Friday from 3:30pm- 10:00pm and 6:00am-10pm Saturday and Sunday. After hours and weekend parking is available to MITC personnel in Lot A by a valid card access only. Any vehicle without a Lot A (Blue) permit hang tag left in Lot A after 6:00 a.m. on weekdays will be asked to vacate by security.
5. **Handicapped Parking:** Specially designated handicapped parking spaces are available in Lot A on the south side of the building. In addition, handicapped parking is available for MITC visitors in the Visitors Lot. Questions concerning handicapped parking should be directed to the DCAMM Facility Management office. Any vehicle parked in a handicapped area must



MASSACHUSETTS INFORMATION TECHNOLOGY CENTER

have a handicapped plate and/or visible valid permit or it will be towed at the owner's expense.

6. **State Vehicle Parking:** Specially designated State vehicle parking spaces are available in Lot A across from the Loading Dock. Questions concerning State Vehicle parking should be directed to the building management office.
7. **Vendor Parking:** Upon an agency liaison submitting a Vendor Access Request / Loading Dock Access Request to DCAMM Facility Management Office, vendors will be granted access to the "A" lot and loading dock for the purpose of performing services for the requesting agency. Once in the loading dock, vendors will be required to produce a company issued form of identification and sign in with security. Security will scan all incoming packages and equipment. The vendor's vehicle will then be parked in an available spot in the "A" lot. Security will contact the agency representative to escort the vendor while in the building. When service is completed the vendor is escorted back to the loading dock.
8. **Finding authorized space:** The responsibility of finding an authorized parking space rests with the driver. Lack of parking space, mechanical problems, inclement weather conditions or other disabilities are not considered valid excuses for violation of traffic and parking regulations.
9. **Space availability:** A parking permit does not guarantee the holder a parking space, but only an opportunity to park within a specified area or areas. Drivers should be aware that spaces in prime locations tend to fill up first.
10. **Improperly Parked Vehicles:** Any vehicle parked in such a manner that is taking up more than one parking space or parked in such a manner that they are obstructing traffic lanes (not a marked parking space) is considered an improperly parked vehicle and will receive a written ticket.
11. **Fire Lane:** All fire lanes are clearly designated. By order of the Chelsea Fire Department, all unattended vehicles parked in a fire lane will be subject to immediate towing at the owner's expense. Violations will be reported to the Agency Representative.
12. **Snow Emergency:** From November 1st to March 31st, second, third and weekend shift employees will be requested to park along the fence across from the Handicapped marked spaces on the south west side in Lot A to help facilitate the clearing of snow from the lots. In addition, all vehicles must be removed from Lots C, D and the Visitors Lot by 6:00 p.m. during a predicted heavy snowfall. User Agencies are requested to encourage employees to utilize public transportation during snowstorms.
13. **Abandoned Vehicles:** Any vehicle left unattended on the property for a period of more than 24 hours will be considered abandoned, reported to the Agency Representative and



subject to towing at the owner's expense. Disable vehicles must be reported to the front lobby security desk and removed from the property within 24-hours.

14. **Parking Related to Business Travel:** MITC agency employees that require longer term parking due to official business related travel should submit a written request to their Agency Representative for approval. Approval of such requests will be provided to the requestor in writing and a copy of the approval will be forwarded to the DCAMM Facility Management Office. Upon receipt of an approved request, the DCAMM Facility Management Office will issue a special permit identification hang-tag for the specific dates that long-term parking has been approved. The special permit identification hang-tag must be visibly displayed on the vehicle dashboard and returned to the DCAMM Facility Management Office upon expiration.

In the event of a business related emergency, where agency employees that park at the MITC need to leave their vehicle and are deployed to other site(s), that employee should notify security of the situation and provide them with the vehicle and contact information along with the reason for leaving the vehicle.

15. **Speed Limit:** A maximum speed of 10 miles per hour is considered to be safe for movement through the parking areas. The Agency and its employees are required to comply with this speed limit to ensure the safety of all concerned.
16. **Evacuation:** Building Management shall have the right to evacuate the parking areas in the event of an emergency of catastrophe.
17. **Loss of or Damage to Property:** The Commonwealth shall have no liability to the agency or its employees, agents, invitees, or licensees for losses due to theft, burglary or for damages or bodily injury incurred by authorized or by unauthorized persons in or on the parking facilities.
18. **Vandalism:** Vandalism of any kind will not be tolerated. All acts of vandalism will be reported to the responsible agency and the Chelsea Police Department. Any repairs will be at the sole expense of the responsible party.
19. **Enforcement:** Failure of DCAMM to strictly enforce any parking regulation shall not be construed as a waiver for the future enforcement of the regulation.
20. **Amendment:** The Commonwealth reserves the right to rescind any of these rules and make other and further rules and regulations as in its judgment shall from time to time be necessary or advisable for the operation of the parking facilities.
21. **Loss of Parking Privileges:** Failure to comply with the above regulations may result in the temporary and/or permanent loss of parking privileges.

Definitions

Agency Representative – is the liaison to the DCAMM Facility Management and Maintenance Office whose responsibility is to make notification to DCAMM and/or their agency of agency/employee parking related matters.

Authorized Parking Space – Marked parking space.

DCAMM – Division of Capital Asset Management and Maintenance

MITC Agency Employee – is an employee whose primary tour of duty is assigned to MITC, 200 Arlington Street, Chelsea, MA 02150.

Valid Access Card – is an employee parking access card that has been activated by DCAMM Facility Management Office.

Agency Representatives to DCAMM

ANF IT	Richard Morrissey	617-626-4126	morrissey@dor.state.ma.us
DOR	Richard Morrissey	617-626-4126	morrissey@dor.state.ma.us
DCJIS	Alyssa Sciuto Michael St. Jean	617-660-4633 617-660-4669	alyssa.sciuto@state.ma.us michael.stjean@state.ma.us
ITD	Chris Benanti Edwin Riviera	617-660-8327 617-660-4424	chris.benanti@state.ma.us edwin.riviera@state.ma.us
EOPSS	Sean Hughes Timothy Mitchell	617-660-4644 617-660-4665	sean.hughes@state.ma.us timothy.mitchell@state.ma.us
Treasury	Peter Benotti	617-660-5001	peter.benotti@state.ma.us



MITC Parking Policy Working Group:

Sciuto, Alyssa (DJCIS)	Alyssa.Sciuto@MassMail.state.ma.us
Slater, James (DJCIS)	James.Slater@MassMail.State.MA.US
Edward Kennedy (DCP)	Ed.Kennedy@MassMail.State.MA.US
Dill, Jeffrey (DCP)	Jeffrey.Dill@MassMail.State.MA.US
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Fortier, Breean (DOR)	fortierb@dor.state.ma.us
Morrissey, Richard J (DOR)	morrissey@dor.state.ma.us
James Reddington (DOR)	reddington@dor.state.ma.us
Hughes, Sean (EPS)	sean.hughes@MassMail.State.MA.US
Mitchell, Timothy (EPS)	timothy.mitchell@MassMail.State.MA.US
Hale, Matthew (HRD)	Matthew.Hale@MassMail.State.MA.US
Wright, Ellen (ITD)	Ellen.Wright@MassMail.State.MA.US
Chamberlain, Donald (ITD)	Donald.Chamberlain@MassMail.State.MA.US
Hartmann, Emily	Emily.Hartmann@MassMail.State.MA.US
Benotti, Peter (TRE)	peter.benotti@state.ma.us
Panjian, David (TRE)	david.panjian@state.ma.us

MITC Pest Control

DCAMM's Operations office is responsible to maintain Pest Control using IPM methods. All Pest sightings should be reported to the DCAMM Operations Office at 617-660-5500 or to your agency Liaison. Success in managing pests depends upon a collaborative effort of the Division of Capital Asset Management and Maintenance (DCAMM) management, building staff, contractors, food service personnel, the pest control contractor and employees. Procedures include education; minimizing sources of food, water and access; and requiring a prompt proactive response to complaints by employees and the Pest Control Contractor.

DCAMM management responsibilities to make customers more aware include:

- Educating agencies and employees of their responsibility to eliminate food sources that attract and sustain insects and rodents in the workplace;
- Educating cleaning personnel of their responsibility to eliminate food residues and to use thorough housekeeping practices in the workplace;
- Educating building tenants of their responsibilities to:
 - Provide organizational sanitation by eliminating excess paper
 - Recycle paper and boxes for prompt removal
 - Store materials off of the floor and away from walls
 - Maintain closets and files with minimal clutter

Customer responsibilities include the following preventive measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests, along with keeping individual workstations clean
- Rinsing all soda cans and bottles and storing them in appropriate containers for recycling. Removing recycled cans and bottles from offices daily
- Reporting any pest problems or conditions related to pest problems to the Building Operations 617-727-4100.

Preventive measures by DCAMM staff include:

- Ensuring that all openings in walls and floors are covered
- Requiring that garage doors in the McCormack Building be closed after hours and as much as possible during working hours
- Ensuring that the cleaning contractors steam wash loading dock compactors twice per month and wash and disinfect the areas around these areas twice per month or more frequently.
- Ensuring that DCAMM's mechanical contractor promptly repairs all leaks in restroom plumbing, internal drains, or induction units that can sustain existence for insects and pests
- Contracting with pest control experts who work in areas designated by DCAMM and visit the McCormack Building three times per week
- Maintaining written records to track problems and prevent recurrences
- Evaluating the results of all pest management actions and customer follow up



Posting Notices and Posters

No posted material shall be affixed to walls, doors, or elevators. No political campaign materials shall be displayed or posted in the Building.

All posters/notices must be pre-approved by DCAMM or the Facility Manager. If approved, posters/notices may be posted at a location determined by DCAMM. Failure to adhere to this procedure will result in the removal of posted material.

When permanent signs are needed, DCAMM will install them. Agencies may install signs with DCAMM's consent, provided they are consistent with other signs on the same floor and are ADA compliant.

Prohibited and Dangerous Items

Prohibited Items:

The following items are not permitted inside the Building:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters *

* Should an exception to this policy be requested, a [Portable Space Heater Request and Approval Form](#) must be submitted to DCAMM. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

Dangerous Items:

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons
- Other dangerous items, as determined by security officials or facility staff (see below)

All visitors, (e.g., anyone who is not a state employee or does not have ID Access) must submit to screening at a security checkpoint before entering the Building. Any visitor refusing to submit to screening will not be allowed entrance to the facility. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in the Building.

Firearms:

Only sworn law enforcement personnel from federal, state, county or municipal agencies are authorized to carry a firearm or other weapon while present in the Building. Those authorized officers must present valid agency identification to the Security Staff assigned to the building



entrance. Following an inspection of proper credentials, the officer will be allowed to by-pass the screening equipment to enter the facility. Once permitted to enter the facility, the officer must ensure that the weapon remains on his/her person during their entire presence within the facility. Visitors in possession of a weapon must declare the weapon to Security Staff on duty at the entry point. Visitors are not permitted in the Building with weapons as defined in section 10(b) of Chapter 269 of the Massachusetts General Laws. Visitors will not be provided with secure storage areas for weapons. Visitors attempting to enter the Building with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

Other Dangerous Items:

Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.

MITC Security

The MITC building is a 24/7 secure operation facility. Security Staffs the building 24/7 365 days a year. Security staffed stations are located in the Main Lobby and the Loading dock. Security utilizes a clearly marked Security vehicle to patrol the remote parking areas and pathways at the MITC. Security can be reached at (617) 660-5530.

The Security Department:

- Manages Building Visitors and Customers
- Establishes and implements Security and Safety policies and procedures
- Provides Emergency Response Planning
- Manages contracts for Security Services and Security Equipment Maintenance and Repair
- Provides Photo ID/Access Cards for employees
- Maintains Key Control
- Manages building Parking Operations

Security works with the following agencies/companies to maintain a secure facility:

- Department of Conservation and Recreation Park Rangers
- Massachusetts State Police
- Executive Office of Public Safety
- State Fire Marshal
- Boston Fire Department
- Fire Detection and Alarm Contractor
- Division of Employment and Training
- Department of Mental Health
- Legislature's Joint Committee on Rules

To contact the Security Department, email them at: security.dcam@state.ma.us

For more urgent issues, contact the Security Director at (617) 727-4100

Security Checkpoint:

All visitors, (e.g., anyone without does not have ID Access) must submit to screening at a security checkpoint before entering the building. Any visitor refusing to submit to screening will not be allowed entrance to the facility. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in the building.

Any employee that has forgotten or lost their badge will be subject to screening. Employees without access badge will be required to sign in at the Security desk and contact their supervisor for an escort to their work area.



MITC Services

The MITC Building provides the following amenities:

- Full Cafeteria services
- News / Snack stand

Smoking Policy

No smoking is allowed in the building. Effective August 25, 1997, the Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages in accordance with M.G.L Chapter 270, section 22. This law supersedes Administrative Bulletin 87-1 promulgated by the Executive Office of Administration and Finance

Below is a link to M.G.L., Chapter 270, and section 22

<https://malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter270/Section22>

Work Order Request

Work Order Requests from this site are for DCAMM managed facilities.

Please use the **CAMIS FAMIS SELF-SERVICE**

http://ias02.accruentondemand.com:8090/fss_dcamprd_dcam110fss/selfservice.login work order system to request all services for all DCAMM managed facilities **except** for those listed below.

Please use the **NEW CAMIS Tririga Request Central**

<https://camis.dcp.state.ma.us/index.html> work order system for the following facilities as of October 28, 2014: **John W. McCormack, Charles F. Hurley and Erich Lindemann, Springfield Data Center, Springfield Dwight Street, Springfield Liberty Street, The Big E and Pittsfield Office Building.**

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@massmail.state.ma.us