



DIVISION OF
CAPITAL ASSET
MANAGEMENT &
MAINTENANCE

OCCUPANT HANDBOOK

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER (MITC)

200 Arlington Street
Chelsea, MA 02150



April 2023



Massachusetts Information Technology Center Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures and services while providing 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
- Life safety systems
- Security & Emergency Preparedness
- Parking



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 a.m. to 4:00 p.m. Monday through Friday. MITC Security 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.

Table of Contents

Building Operations and Contacts.....	4
Directions to the Massachusetts Information Technology Center.....	5
Control Center/Operations Office.....	6
Building Services	7
Parking Policies and Procedures	8
Conference Room	12
Key Management.....	13
Work Order Request	14
Pest Control Information	15
Posting Notices and Posters.....	17
Smoking Policy	18
Security & Emergency Preparedness	19
➤ Visitor Access Information	20
➤ Law Enforcement / Loading Dock / Contractor / Visitor Access	22
➤ Prohibited and Dangerous Items	23
➤ Access Badges	25
➤ Lost and Found	26

Building Operations and Contacts

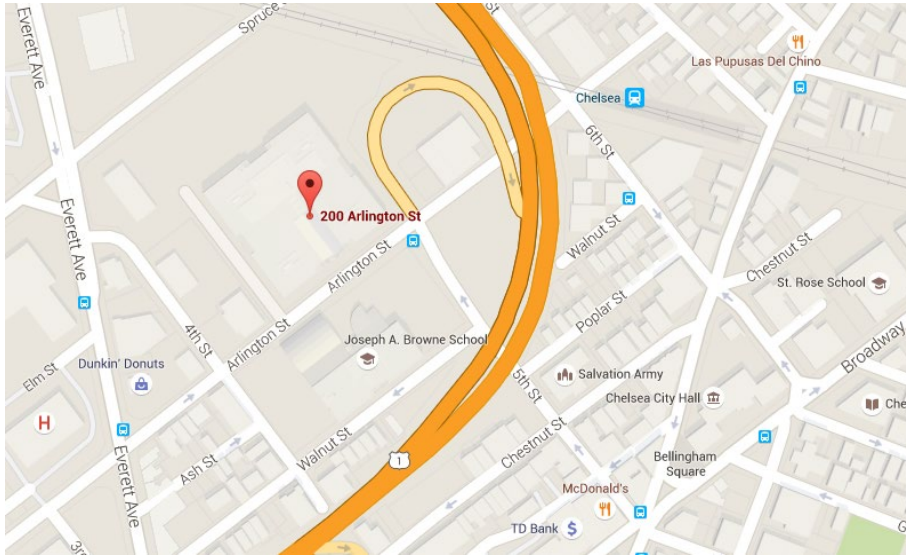
The DCAMM Maintenance Operations office, located on the 3rd floor of the MITC Building, is available during regular business hours to respond to questions regarding concerns within the MITC. On-Site Security may be contacted after business hours for emergency maintenance needs. Security can be reached 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, State House and MITC. The Control Center may be contacted Monday through Friday during business hours, 8:00 a.m. to 5:00 p.m., at **(617) 727-1100**; after business hours at **(617) 727-1000**.

CONTACT			-
DCAMM Building Operations Main Office	3 rd Floor	(617) 660-5500	russell.cook@mass.gov
Russell Cook Facility Manager	3 rd Floor	(617) 660-5503	russell.cook@mass.gov
Joseph Rose Assistant Facility Manager	3 rd Floor	(617) 660-5502	Joseph.Rose@mass.gov
Parrish Rossi Senior Operations Manager Metro Boston	Room 107 McCormack Bldg. Boston, MA	(857) 204-1404	Parrish.rossi@mass.gov
Matthew Termini Chief of Security & Emergency Preparedness	Room 108 McCormack Bldg. Boston, MA	(857) 214-1516	Matthew.Termini@mass.gov
Jason Smith Deputy Chief of Security	Room 108, McCormack Bldg. Boston, MA	(857) 295-0453	Jason.p.smith@mass.gov
Jennifer Roy Deputy Chief of Emergency Preparedness	Room 108, McCormack Bldg. Boston, MA	(857) 330-8510	Jennifer.roy@mass.gov
24/7 Control Center	Room 109 McCormack Bldg. Boston, MA	(617) 727-1000	ControlCenter@Mass.gov
MITC Security	Lobby	(617) 660-5530	

Directions to the Massachusetts Information Technology Center

Massachusetts Information Technology Center
200 Arlington Street
Chelsea, MA 02150



Driving from the South

- Take Route 1 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 Route 1 South to Carter Street 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.

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 Business Hours: (617) 660-5500, Monday through Friday, 8:00 a.m. to 4:00 p.m.
After Hours Security: (617) 660-5530

Building Services

The MITC Building provides the following amenities:

- Full Cafeteria services
- News / snack stand

Parking Policies and Procedures

The Massachusetts Information Technology Center (MITC) 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 and contain perimeter fencing, exterior lighting, and remote security cameras to ensure the safety of the Commonwealth's employees 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 for ensuring the safety of the Commonwealth's employees, facilities, 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. 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 revocation 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.

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 assigned seat is in MITC, 200 Arlington Street, Chelsea, MA 02150.

Valid Access Badge – is an employee access badge that has been activated by DCAMM Facility Management Office

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER (MITC)

Parking Assignment and Registration: Once an Agency has granted an individual parking privileges the individual must report to the DCAMM management office to complete the MITC Parking Registration form and receive a permit identification hangtag 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.

1. **Access to Parking Areas:** Access to Parking Lots A, C, and D are provided by badge access only. Access Badges are programmed with all lots access and timeframe information. In order to enter parking lots, a user must present his/her valid access badge 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 badge, upon arrival to a lot, they may use the intercom system to alert security to the issue. The employee should provide security with their name, agency name and vehicle. Upon security verifying that the employee has a valid vehicle permit identification hangtag, 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 badge. The Agency Representative will then notify DCAMM for assistance.

2. **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 through 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.

3. **After Hours Parking:** After hours and weekend parking is available to MITC agency employees in Lot A by a valid access badge only. Any vehicle without a permit identification hang tag left in Lot A after 6:00 a.m. on weekdays will be asked to vacate by security.
4. **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 have a handicapped plate and/or visible valid permit or it will be towed at the owner's expense.
5. **State Vehicle Parking:** Specially designated State vehicle parking spaces are available. Questions concerning State Vehicle parking should be directed to the building management office.

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER (MITC)

6. **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.
7. **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. Parking is on a first come first serve basis.
8. **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 warning.
9. **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.
10. **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 southwest 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.
11. **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. Disabled vehicles must be reported to the front lobby security desk and removed from the property within 24-hours.
12. **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 hangtag for the specific dates that long-term parking has been approved and will notify DCAMM Security & Emergency Preparedness. The special permit identification hangtag 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 the DCAMM Facility Management Office of the situation and provide them with the vehicle and contact information along with the reason for leaving the vehicle.

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER (MITC)

13. **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.
14. **Evacuation:** DCAMM shall have the right to evacuate the parking areas in the event of an emergency or catastrophe.
15. **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.
16. **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.
17. **Enforcement:** Failure of DCAMM to strictly enforce any parking regulation shall not be construed as a waiver for the future enforcement of the regulation.
18. **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.
19. **Loss of Parking Privileges:** Failure to comply with the above regulations may result in the temporary and/or permanent loss of parking privileges.

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**.

Key Management

All MITC occupant agencies are requested to supply DCAMM with a key for access to their office areas to ensure quick response to fire, leaking water or other emergencies.

Work Order Request

Submit a building work order request to the Division of Capital Asset Management and Maintenance (DCAMM).

Please use the [CAMIS Tririga Request Central](#) work order system.

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@Mass.gov

Pest Control Information

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 617-660-5500.

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER (MITC)

Preventive measures by DCAMM staff include:

- Ensuring that all openings in walls and floors are covered.
- 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 MITC once per week.
- Maintaining written records to track problems and prevent recurrences.
- Evaluating the results of all pest management actions.
- 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.

Smoking Policy

No smoking is allowed in the Massachusetts Information Technology Center Building (MITC). Effective August 25, 1997, the Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages.

Security & Emergency Preparedness

The DCAMM Security & Emergency Preparedness unit works to ensure the safety of employees and visitors to facilities in the care and control of DCAMM.

The Security & Emergency Preparedness unit is responsible for the following activities:

- Manages security systems including access control, video management, visitor management, intrusion, and duress alarm systems
- Leads emergency responses
- Manages and develops on-site security services
- Conducts security, risk, and hazard vulnerability assessments
- Develops and maintains Occupant Emergency Plans
- Establishes and maintains Emergency Operations and Continuity of Operations Plans
- Creates Security & Emergency Preparedness policies and procedures

Occupant Emergency Plans for facilities in the care and control of DCAMM are made available to Agency Liaisons. To review or receive a copy of the building's Occupant Emergency Plan, please contact your Agency Liaison or [DCAMM Security & Emergency Preparedness](#).

For more information, contact [Matthew Termini](#), Chief of Security & Emergency Preparedness

Visitor Access Information

All visitors entering the MITC are asked to present photo identification unless an alternative arrangement is made with DCAMM Security & Emergency Preparedness. DCAMM Security & Emergency Preparedness personnel will enter visitor information into the building Visitor Management system and issue a temporary visitor badge.

What you need to know

Visitor Access

A visitor is defined as any individual who does not possess a DCAMM issued Access Badge. Visitors include Commonwealth employees who have lost, misplaced, or damaged their issued Access Badge, outside agencies, organizational personnel, contractors, commercial vendors, and service and repair company employees.

Hours of Operation

The MITC is open to visitors from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding State holidays. Agencies within the building may have different hours of operation. Visitors should consult an Agency's website for their hours of operation. Agencies requesting visitor access outside of normal operating hours will require approval from the DCAMM Chief of Security & Emergency Preparedness, or Deputy Chief of Security, and may incur additional costs for additional security staffing.

Visitor Management

Visitors will proceed to the Security Visitor Management desk in the main lobby prior to gaining access to the building. Visitors entering through the loading dock will report to the Loading Dock Visitor Management desk.

Visitors will be asked to present photo identification and identify their destination in the building. A Security Officer will enter the information into the visitor management system and produce a temporary visitor badge. Visitors must display their Visitor badge on their outermost garment at chest height while in the building.

In the event that visitors do not have photo identification, or require any special accommodation, they will be directed to a Security Supervisor or Manager in the MITC lobby for assistance.

Visitors younger than 16 years of age must be accompanied by an adult and are not required to provide photo identification. Unaccompanied visitors under the age of 16 will be denied access to the building.

Visitor Security Screening

Visitors will be required to complete a visitor screening process which includes the use of X-Ray machines and Magnetometers.

Visitors who are unable to complete the screening process due to a physical limitation will be directed to a Security Supervisor or Manager in the building lobby for assistance.

X-ray machines are used to assess bags, briefcases, purses, belts, hats, packages, boxes, and parcels, etc., for the possible presence of prohibited and dangerous items.

Walkthrough Magnetometers are used to assess individuals for the possible presence of prohibited or dangerous items.

Visitors who activate the Walkthrough Magnetometer will be subject to additional screening using a Hand-held Magnetometer.

Law Enforcement / Loading Dock / Contractor / Visitor Access

Complete the on-line form below for Law Enforcement, Loading Dock, Contractor, 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 6:30 a.m. to 3:30 p.m. 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:

<https://www.mass.gov/forms/mitc-law-enforcementloading-dockcontractor-access>

Prohibited and Dangerous Items

Prohibited Items

The following items are not permitted inside the building:

- Fresh cut Christmas trees, wreaths etc.
- Open flames
- Known or suspected illicit drugs/narcotics
- Known or suspected alcohol
- Pets or other animals, with the exception of service animals
- Appliances, such as portable heaters

Dangerous Items

The following are not permitted inside the building by anyone other than on-duty public safety personnel as defined by DCAMM policy:

- Weapons defined by Massachusetts General Law Chapter 269, section 10, to include all firearms
- Knives or edged devices not defined in MGL c. 269, s. 10
- Bats, clubs, or other blunt objects
- Firearms ammunition
- Explosive ordinance or similar device
- Fireworks
- Debilitating sprays, liquids, or gels such as pepper spray or other chemical agents
- Electronic control devices

Visitors are strictly prohibited from carrying any weapon or prohibited item while present in the building.

Weapons

Only on-duty uniformed and plain-clothes Public Safety Personnel, persons conducting business with the Commonwealth who are authorized by their employer to carry a weapon as part of their core job duties, contracted security personnel authorized by DCAMM, and contractors or service providers authorized by DCAMM are allowed to carry a weapon or other dangerous items while present in the building.

Visitors in possession of a weapon or other dangerous items must declare the items to Security Officers on duty at the entry point. Visitors will not be provided with secure storage areas for firearms, but Security may secure other dangerous items for the duration of the visitor's time in the building. Visitors attempting to enter the MITC with a firearm will be denied entry and advised to secure the firearm elsewhere.

MASSACHUSETTS INFORMATION TECHNOLOGY CENTER (MITC)

The Massachusetts State Police will respond to incidents where a concealed weapon is not declared but discovered during security screening. The Massachusetts State Police reserve the right to ask for and view the owner's license or permit to carry a firearm. Individuals in possession of a firearm, and unable to produce a valid license or permit for the firearm, may be subject to arrest and confiscation of the weapon in accordance with Massachusetts General Law.

Other Prohibited Items:

DCAMM Security & Emergency Preparedness has the discretion to deem dangerous any other item that may reasonably present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous will not be permitted into the building. At the discretion of security personnel, such items may be stored and reclaimed by the owner upon exiting the facility. DCAMM assumes no responsibility for items left pursuant to this policy.

Access Badges

The Access Badge Application Form is only available to Agency liaisons.

Only applications received from an Agency Liaison will be accepted for processing.

Access Badge photographs are taken in the DCAMM Office located on the 3rd Floor. If an in-person photograph is not possible, Agency Liaisons may send a completed Access Badge Application form along with a photo of the applicant (in JPEG format and taken on a neutral background) to security.dcammm@Mass.gov for processing.

Agency Liaisons will be notified when Access Badges processed for pick-up are available.

Replacement Cards: Agency liaisons may contact security.dcammm@mass.gov to request a replacement Access Badge for those that are lost, stolen, or damaged. A notification will be sent to Agency liaisons when a replacement Access Badge is ready to be picked up in the DCAMM Office located on the Third Floor.

Agency liaisons are responsible to notify the **Division of Capital Asset Management and Maintenance (DCAMM) Security & Emergency Preparedness Department** (security.dcammm@Mass.gov) immediately when an employee leaves State service. DCAMM will deactivate the Access Badge. All Access Badges must be returned immediately to DCAMM Security & Emergency Preparedness Office via MITC Security in the main lobby.

Access Card Details:

Upon Agency approval DCAMM issues one non-transferable Access Badge to each employee. Access Badges are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors, or contractors unless authorized by the Commissioner or Chief of Security & Emergency Preparedness.

Access Badges remain the property of DCAMM and must be surrendered upon termination of employment with, or separation from, the Commonwealth.

Lost and Found

To report **lost property**, please go to the Security desk in the building's entrance lobby.

Please bring **found items** to the Security desk in the building's entrance lobby.