

# **Universiti Sains Malaysia**

## **Policy on Closed Circuit Television (CCTV)**

### **Monitoring, Recording, Role & Technical Standards**

Universiti Sains Malaysia (USM) is committed to providing a safe environment by integrating the best practices of crime prevention and policing with state of the art technology. A critical component of a comprehensive safety and security plan is Closed Circuit Televisions (CCTV) – a technology that can remotely monitor and record activity on campus.

The purpose of this Policy is to provide guidelines for the use of CCTV on the University property in a way that enhances safety and security, but also respects the expectation of reasonable privacy among members of the community. This Policy applies to all students, faculty, and staff within the University community<sup>1</sup>.

#### **(I) General Principles**

- A. The purpose of CCTV monitoring is to deter crime and to protect the personal safety and property of the University Community. Safety and security purposes include, but are not limited to:
- Protection of individuals, including students, faculty, staff and visitors;
  - Protection of University owned and/or operated property and buildings, including building perimeters, entrances and exists, lobbies and corridors, receiving docks, special storage areas, laboratories, and cashier locations;
  - Verification of alarms and access control systems;
  - Patrol of common areas and areas accessible to the public, including bus stops, parking lots, public streets and pedestrian walks; and
  - Investigation of criminal activity and serious disciplinary activity such as, for example, sabotage of research projects, in accordance with this Policy.

Any diversion of security technologies for purposes other than the safety and security purposes contemplated by this Policy is prohibited.

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<sup>1</sup> Uses of CCTV technology covered by University policies governing research with human subjects or animal subjects are excluded from this Policy.

- B. CCTV monitoring will be conducted in a professional, ethical and legal manner. Personnel involved in monitoring will be appropriately trained and supervised in the responsible use of this technology. Violations of the Code of Procedures set forth under Section III below may result in disciplinary action consistent with the rules and regulations governing employees of the University.
- C. Information obtained through monitoring will only be released when approved by the Vice Chancellor, or any of their designees according to procedures established in this Policy.
- D. Monitoring will be conducted in a manner consistent with all existing University policies, including the Non-Discrimination Policy, the Sexual Harassment Policy, and other relevant policies. Monitoring based on the characteristics and classifications contained in the Non-Discrimination Policy (e.g., race, gender, sexual orientation, national origin, disability, etc.) is strictly prohibited.
- E. Monitoring shall be limited to uses that do not violate the reasonable expectation to privacy
  - (i) Students have a greater expectation of privacy in their personal dormitory rooms and in the lounges of dormitory facilities. Therefore, monitoring for safety and security purposes will not be used in dormitory rooms and lounges unless the Head of Security Department, in consultation and approval from the University's CCTV Committee, determines that a specific safety/security risk exists. Monitoring of dormitory rooms shared by more than one student or common areas is not permitted under this Policy without authorization from all residents of the subject room.
  - (ii) Faculty and staff also have a greater expectation of privacy in lecture halls, tutorial rooms and faculty lounge facilities. Therefore, monitoring for safety and security purposes will not be used in lecture halls, tutorial rooms and lounges unless the Head of Security Department, in consultation and approval from the University's CCTV Committee, determines that a specific safety/security risk exists.
- F. The existence of this Policy does not imply or guarantee that cameras will be constantly monitored in real time.
- G. All existing uses of video monitoring and recording shall be brought into compliance with this policy within five (5) months of the approval of this Policy.
- H. Five (5) months following the adoption of this Policy, the CCTV Committee shall review the Policy and make recommendations for revisions, if any, to the Vice Chancellor. The Vice Chancellor may amend this Policy at anytime provided that

notice is given to the University community by the posting of a revised Policy on the University website and other official channels.

## **(II) Responsibilities**

- A. The Security Department in consultation with the University's CCTV Committee and Vice Chancellor are authorized to oversee the use of CCTV monitoring for safety and security purposes at the University. All University areas using CCTV monitoring are responsible for implementing this Policy.
- B. The Vice Chancellor has the responsibility to authorize all long-term CCTV monitoring recommended by the University's CCTV Committee. The Head of Security Department have the responsibility to authorize any temporary installation as deemed necessary in connection with a criminal investigation, for enhanced security for special events or as otherwise deemed necessary to protect the safety and security of the University.
- C. A CCTV Committee will be appointed by the Vice Chancellor. The CCTV Committee will be made up of at least ten (10) members who will serve for a period designated by the Vice Chancellor. The CCTV Committee shall include the Head of Security Department; the Head of Occupational Safety and Health Unit (UKKP); one representative from the Student Council nominated by DVC Student Affairs & Development; one representative from the Graduate School; at least one representative each from, Center for Instructional Technology & Multimedia (PTPM), Centre for Knowledge, Communication & Technology (PPKT); Development Department and at least six (6) faculty and staff representing Academic and Administrative Staff Associations of USM (PKAPUSM), General Staff Union of USM (KKAUSM), Main Campus, Engineering Campus, Health Campus and Advance Medical & Dental Institute (IPPT). In addition, the Legal Officer of the university will be appointed as a member of this committee. The Vice Chancellor will appoint a Chair.

The CCTV Committee shall have responsibilities as described in this Policy and such other responsibilities that may be assigned from time to time by the Vice Chancellor. The Chair of the CCTV Committee may elect to convene a meeting of CCTV Committee members for CCTV Committee action required under this Policy. In lieu of a meeting, the Chair may choose to consult with members by phone or internet. All members should be given the opportunity to participate in such consultation. Any CCTV recommendation under this Policy must include the input of the majority of CCTV Committee members. The Committee is also strongly encouraged to seek input from administrators, faculty, staff and students in areas affected by the use/proposed use of CCTV and to consider such input before making a final recommendation.

D. All new Department installations will follow this Policy. Departments wishing to install monitoring systems must submit a written request to the CCTV Committee for approval. The written request should include the following information:

- a description of the safety or security issue warranting the installation of CCTV monitoring systems;
- the number and proposed location of camera(s) to be installed;
- whether the location of cameras involve the recording of activity by students, faculty, staff or the general public and to what extent;
- the names and titles of the individuals who will be responsible for monitoring the cameras;
- the frequency by which the recordings will be reviewed (i.e. real time, daily, randomly, when an alarm is sounded);
- the length of time recordings will be stored; and
- the location where recordings will be stored.

The CCTV Committee will consider the petition and make a recommendation as to approval of the installation to the Vice Chancellor. The Committee's recommendation can propose an installation that is less or more extensive than described in the original Department petition. The Vice Chancellor will make the final decision regarding the appropriateness of an installation weighing the concerns of the Department making the requests and safety and security of the entire community and the privacy interests of those whose activity may be recorded.

E. Students, faculty and staff entering certain sensitive locations on campus may have an increased concern for privacy or confidentiality. In order to prevent a possible chilling effect at these locations, concerned persons may petition the CCTV Committee to forgo the installation of a proposed camera or for the removal of an existing camera. The petition should identify the location/proposed location of the subject cameras and should detail the basis for the request for removal. The CCTV Committee will consider the petition and make a recommendation to the Vice Chancellor. The Vice Chancellor will make the final decision regarding the appropriateness of foregoing to install/removing camera(s), weighing the concerns of the person(s) making the requests and the safety and security of the entire community.

F. The Head of Security Department, in consultation with the Legal Officer, will review and respond to subpoenas from outside law enforcement to release recordings obtained through CCTV monitoring. Requests for CCTV recordings made in connection with internal investigations of University disciplinary matters will be forwarded to the CCTV Committee. The CCTV Committee will review such requests and make recommendations to the Vice Chancellor. The Vice Chancellor will make the final decision regarding

the appropriateness of releasing the recordings, weighing the concerns of the disciplinary official/committee making the request against privacy interests and safety and security of the entire community.

- G. Any appeal of a decision by the Head of Security Department will be reviewed by the Vice Chancellor who will render a decision. An appeal may be taken to the Board of Directors to review the decision rendered by the Vice Chancellor; the Board of Directors decision is final.
- H. The CCTV Committee may audit any Department's CCTV surveillance operations, including recording storage and retention.

### **(III) Code of Procedures**

- A. All operators and supervisors involved in video surveillance will perform their duties in accordance with this Policy.
- B. The Security Department will limit camera positions and view of residential housing in compliance with the Policy.
- C. Surveillance/Monitoring center will be configured to prevent camera operators tampering with or duplicating recorded information.
- D. Recordings may be retained for a period not to exceed 45 days and will then be erased, unless retained as part of a criminal investigation or court proceeding (either civil or criminal), or other bona fide use as approved by the Director of Security.
- E. Recordings will be retained in a secure location with access by authorized personnel only.
- F. Camera control operators who view recordings must do so in the presence of a supervisor to maintain the integrity of the recording.
- G. Camera control operators will be trained in the technical, legal and ethical parameters of appropriate camera use. Camera control operators will receive a copy of this Policy and provide written acknowledgement that they have read and understood its contents.

- H. Camera control operators will not monitor individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other classifications protected by the Campus's Non-Discrimination Policy. Camera control operators will monitor based upon suspicious behavior, not individual characteristics.
- I. Camera control operators will NOT view private rooms or areas through windows.
- J. Camera control operators will not spot and continuously view people becoming intimate in public areas.
- K. Portable hidden cameras with recording equipment will only be used for criminal investigation by the approval of the Head of Security Department for Universiti Sains Malaysia.

#### **(IV) Roles and Responsibilities**

##### **A. Security Department**

1. The Security Department is fully responsible for safety and security on campus. Thus, the Security Department is also responsible for overall operations of the CCTV system on campus. The Security Department will coordinate and manage all activities at the ***Surveillance, Monitoring & Recording Center (SMRC)***.

##### 2. Surveillance, Monitoring & Recording Center (SMRC)

- SMRC must be managed by skilled and trained personnel.
- SMRC must be fully equipped in order for it to operate smoothly and efficiently.
- SMRC also must be equipped with high-tech large screen monitors for the effective surveillance and monitoring.
- SMRC will be connected to all the external CCTVs.
- SMRC will also monitor CCTVs which will be strategically located at the University's four (4) main entrances and exits.
- SMRC will be equipped with state of the art technology for video analytics.
- SMRC will make certain that all security data will be controlled and stored in a secured manner.

3. The surveillance of only all external CCTVs as well as CCTVs located at the University's four (4) main entrances and exits will be monitored and controlled by the Security Department through SMRC. All other existing CCTVs installed at departments, lecture halls and student hostels will continued to be managed by the relevant departments responsible.

4. All application for the new CCTVs will be referred to the University's CCTV Committee.

5. Appropriate job positions must be added to the Security Department for the purpose of managing the CCTV system at SMRC. The proposed positions include: (1) J29 (Pembantu Teknik Elektronik) and (2) F29 (Penolong Pegawai Sistem Maklumat) .

#### **B. Centre for Insructional Technology and Multimedia (PTPM)**

- PTPM will provide expert technical services regarding equipment and specification. PTPM will also act as a resource center.

#### **C. Centre for Knowledge, Communication and Technology (PPKT)**

- PPKT will provide expert technical services regarding software and ICT materials. In addition PPKT will also be responsible for the network system required to effectively operate the CCTV system on campus.

#### **D. Development Department**

- Development Department will provide technical support, relevant infrastructure. In addition, Jabatan Pembangunan will also act as the resource center for issues related to buildings, grounds and general facilities on campus.

#### **E. Occupational Safety and Health Unit (UKKP)**

- UKKP will provide expert services and support regarding safety issues related to this system.
- In addition UKKP will also act as the secretariat for the University's CCTV Committee.
- UKKP will on a regular basis (quarterly) or on special request by the CCTV Committee will audit the CCTV system at SMRC and other locations.

## (V) CCTV Technical Standards

### 1. Surveillance

- CCTV locations – "hotspots" will be identified by experts in University's CCTV Committee.
- CCTV guidelines must be fully adhered when installing new cameras.
- Privacy issues must be fully adhered to when installing new cameras.

### 2. VideoSystem

- Existing CCTV system will be upgraded and modified relevant to the new software.
- Analog system will be re-matched accordingly to able it be converted to digital (*convertible*).
- UPS system to manage temporary interruption and storing of data.
- A more able/efficient new system.

Comments towards the camera specification are:-

- Analog types of camera's are relevant to be used even technology changes with responds to the time.
- PTZ camera's will be equipped by assay technology characteristics- *video analytics* and suitable to be fixed outside buildings which needs more broader surveillance.
- Static camera's will be upgraded with better managing software.
- IR camera's are suitable to be fixed at locations that is less lights or dark especially to capture images at night.
- Image quality not lesser than 540 TVL
- "Absorption protection" not lesser than 65 (IP > 65) for external PTZ.
- Wide Lens – *wide angle* depends on the location and purpose.
- Digital Video Recording (DVR) can function to record and display images from camera at the real time.
- DVR also can be used to store the data and images into *Hard Disk Drive (HDD)* which has storage capacity up to 4000GB'. It also equipped with the backup system either through *USB, CD-RW* and also *Network*.
- DVR also can be *configure* through *networks* and it has *TCP/IP protocol* to able the *web based* access.
- Cabel used is the type of RG6 or RG59U suitable for video system.
- If the distance between the camera and DVR is more 300meter than it has to be connected with Transmitter/Receiver using cabel RJ45.

### **3. Vulnerability**

- Able to manage threat - jamming, laser lights or destroy – vandalism.
- Cables and equipments must be closed and hidden.

### **4. Allocation**

- Enough allocation should be given to the development of the CCTV system as well as to manage it accordingly and effectively.

**(Approved by Vice Chancellor's Executive Committee, August 2009)**