

Procedure Title: **Data Center Access for Co-locate Customers**
Process Owner: **Data Center & Operations, Data Center Manager**
Date: **August 29, 2013**

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1. Scope

The Data Center Access Procedure defines a controlled means for granting physical access to DTI data centers. Access to DTI data centers must be restricted to promote the preservation of State of Delaware Information Technology and computing services, ensure security of equipment and personnel, maintain integrity of data, and support the availability of systems.

This procedure regulates access to the William Penn Data Center located in Dover, Delaware and Biggs Data Center located in New Castle, Delaware.

2. Roles and Responsibilities

The following contributors play vital roles in the execution of the Data Center Access procedure.

- Computer Operators (CO)
 1. Enforce physical access restrictions to the data center
 2. Verify the existence of approved change control or open incident tickets
 3. Issue temporary key cards
 4. Ensure temporary key cards are properly checked in/checked out
 5. Computer Operators reside within the data center 24/7/365

- Security Office (SO)
 1. Provide adequate supply of key cards to Operations
 2. Audit key card and door access logs for compliance with DTI policies and procedures

- Service Desk (SD)
 1. Collect information about the problem from the caller
 2. Confirm the need for physical data center access
 3. Open Incident/Request ticket for co-locate customers
 4. Alert CO when physical data center access is required and person(s) needing access

- Data Center Manager (DCM)
 1. Provide approval for permanent access to the data center
 2. Provide approval for co-locate customer access to the data center
 3. Provide approval for ad-hoc, impromptu access to the data center
 4. Perform quarterly review of data center access list

- Data Center and Operations Team Leader (DCOTL)
 1. Approve data center access as the result of the emergency change
 2. Provide the CO names of individuals needing emergency access to the data center

- Chief Operating Officer (COO)
 1. Grant approval access to the data center in the absence of the DCM or the DCOTL

3. Procedure: Data Center Access (Regular)

Physical access to the Biggs or William Penn data center, for Co-locate customer, requires the existence of physical hardware equipment within the Data Center.

- Co-locate customer should contact the DCM by phone or email prior to accessing the DTI Data Centers
- Co-locate customers should also provide a list of all personnel who is authorized to work on Co-locate customer's hardware equipment.

Procedure:

- 3.1. The Requestor goes to the data center and requests access from the Computer Operator (CO).
- 3.2. The Computer Operator (CO) will ask the Requestor's name to ensure the Requestor is on the Authorized Personnel list allowed to work on the hardware. If the Requestor's name is not on the list, they will not have access granted to the data center until the Requestor can be verified.

- 3.3. The Requestor will have to sign the access log book prior to accessing the data center.
- 3.4. The Computer Operator (CO) will assign the Requestor a temporary access badge to get into the data center. The Requestor must enter the number from the temporary access badge in the log book. At this point, the requestor is responsible for the badge and all activities in the data center. The badge must be returned to the computer operator when the requestor has exited the data center.
- 3.5. The Requestor must enter the time when they have left the data center in the access log book.

4. Procedure: Data Center Access (Emergency – Immediate Access Required)

In the event of an emergency, approval to access must be obtained the Data Center Manager (DCM). The DCM will notify the Computer Operator (CO) that an emergency condition is in effect and physical access to the data center is needed.

Procedure:

- 4.1. An event has occurred requiring physical access to the data center.
- 4.2. The Data Center Manager (DCM) is contacted by the Requestor (Co-locate customer) and made aware of the situation.
- 4.3. The DCM will determine if the event is an emergency and requires immediate access to the data center.
- 4.4. If an emergency situation is in effect, the DCM will provide Computer Operator (CO) with the name(s) of those requiring access to the data center. The names given to the DCM must be on the list of personnel authorized to work on the hardware or access will be denied.
- 4.5. The Requestor goes to the data center, signs in, key card is given to the Requestor, and the CO records key card number.
- 4.6. The Requestor performs the authorized activity.
- 4.7. The Requestor returns key card to the CO and signs out using the access log book that originally signed in.
- 4.8. The Requestor and all additional individuals granted access depart the data center.

5. Common Questions

- Who is the Data Center Manager and method of contact?

Ken Mitchell

Email: Kenneth.Mitchell@state.de.us

Office Number: 302-298-3273, Work Cell: 302-345-6154

- For After Hour Data Center access, who should you call?

Primary Contact: Ken Mitchell, 302-298-3273

Secondary Contact: Computer Operator, 302-739-9533

- How does the Requestor (co-locate personnel) enter and exit DTI data centers during After Hours?

All After Hour access will be through the rear of the building. There is an intercom system outside the door to reach the Computer Operator.

- What is the Requestor (co-locate customer) allowed to bring or not bring into the data center?
 - a) Boxes are not allowed in the data center. All equipment must be removed from the boxes prior to entering the data center.
 - b) No food or beverages are allowed in the data center.
 - c) Picture taking is prohibited in the data center.
 - d) Vendor access is allowable, but the Requestor (co-locate customer) must escort and will be responsible for the vendor's activity.
 - e) Personal guest are not allowed in the data center.
 - f) Spare parts, unused equipment, and or trash must leave the data center when exiting the data center.
- Who should receive the Authorized Personnel List to work on the hardware within the data center?

This document should be emailed to the DCM, Ken Mitchell, at the aforementioned email address. The list will be reviewed and held with the Computer Operators.

- How is hardware entered in the Data Center?

Small pieces of hardware can be entered through the front door of the data center. However, larger pieces should be scheduled and must be entered through the rear of the building, door closed to the data center. Please contact Ken Mitchell for details and scheduling arrangements.

6. Reference Documents

None