



Data Centre Security
Procedures

Access Control

Public

Node4 Limited

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01/10/2009

Data Centre Security

Node4 take the security of our data centre and the information assets stored within it very seriously. As such, only authorized personnel will be allowed into the data centre to access servers and other equipment. This document outlines the process for obtaining access to our data centre and rules for subsequent visits.

Please read this document carefully as these rules and guidelines are in place to protect your data and equipment.

We are compliant with all the physical security recommendations of the PCI security standards.

Requesting Access

As a Node4 customer, you can request that one or more of your technical support staff are granted physical access to the data centre.

To obtain access, follow the procedure below:

1: Initially, send an email to your account manager listing the members of staff that you would like to be given access. Include their full name and a recent passport style digital photograph of each person. (Please note that if authorised people leave your organisation it is up to you to inform us of this)

2: We will call you to verify these details and create a photo ID pass for each person that will grant them appropriate levels of access during their visit.

3: When you visit us for the first time, please bring another form of photo ID (such as driving license) and we will hand over the Node4 photo ID pass. This pass will give you access to the data centre building and will be enabled only for the duration of the visit and deactivated when not in use.

4: On subsequent visits, bring your pass to gain access to the data centre and present it at reception when you sign in.

Please let us know as far as possible in advance of any visits to the data centre by sending an email to access@node4.co.uk. Each person that you have authorised to create access requests will need to register in advance on our helpdesk system: (<http://support.node4.co.uk>).

Access requests must contain the following information:

Company Name:
Visitor(s) Name:
Visitor Mobile Number:
Visitor Office Number:
Date of Access:
Estimated Arrival Time
Estimated time required on site:
Area Access required (including which Data Centre):
Rack Number(s):
Node4 Access Card Number:
Car Registration Number:

For emergency access (365/24/7) email emergencyaccess@node4.co.uk

You will not be allowed into the data centre without a valid pass or ID.

Access to Racks

Node4 racks are kept locked at all times. We will accompany you to your rack and unlock it for the duration of your visit.

CCTV Monitoring

The Node4 data centre is fully covered by CCTV cameras. Images are recorded and stored for 3 months.

Removable Media

Node4 provide a fire safe for storing removable media on site. You can use this safe to store your own media for a fee (subject to space being available).

Node4 can provide facilities for safely destroying electronic and paper media that you no longer require.

General Data Centre Visitor Rules

- Your visitor pass must be worn and visible at all times.
- Do not lend your pass or access card to other people.
- Do not prop open doors or let other people “tailgate” you into the data centre.
- Present your photo ID at reception upon arrival to obtain your visitor pass and always sign in on the visitor log.
- Always sign out of the building upon leaving.
- Customers are responsible for the removal of all packaging that comes with their equipment. (Skips can be provided for an additional cost)
- All rack mounted equipment must be bar-coded and entered on the Node4 asset management system.
- Customers must not interfere in any way with other customer’s racks, cabling, power or equipment.
- Food and drink are not allowed in the data centre.