



**Network & Server Systems
60 Oxford Street
Data Center Access
Policies & Procedures**

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Data Center Access Policies & Procedures

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Introduction

60 Oxford Street Data Center Overview

The 60 Oxford Street Data Center is a secure facility built with N+1 (redundant) infrastructure components. The data center is staffed 7x24x365 and provides its customers with a stable, secure operating environment for their equipment. Redundancy is built in for power, HVAC, and networking components for equipment stored in the data center. Access to the Data Center is limited to authorized staff and personnel only. The Data Center is physically secured by card-reader door locks and monitored by a 24-hour guard and Operations staff. In addition, security cameras placed within the machine room provide 24-hour recorded video surveillance of activity in the room. Access policies and procedures in effect are described in the following pages of this document.

Data Center Access – Levels of Access

Automated Access - Keycard (card swipe) holder

Card swipe access is available to the data center on a 7x24 basis for authorized card holders. Card swipe access is limited to authorized Network and Server Systems (NSS), Harvard Real Estate Services (HRES), Facilities & Maintenance Operations (FMO), and Harvard University Police Department (HUPD) staff.

Manual Access - Non-keycard holder

Authorized 60 Oxford Street Data Center customers will be provided 7x24 access to their equipment housed in the data center. The customer representative responsible for (and who signs) the NSS Service Agreement must provide a list of employees* who are authorized to enter the Data Center. When access is required, proper notification and justification will need to be provided, in accordance with the access policy set forth in the *Site Visit* section of this document. Customers' authorized personnel with pre-approved manual access to the Data Center are required to identify themselves to SOC-Operations and sign in/out of the Data Center using the Site Log located in the Data Center Operations Surveillance Area.

**Note: Consultants who have proper credentials, i.e. who possess a HUID/Badge, can be included on this list.*

Vendor Access

An approved vendor list is maintained at the data center. With proper notification and justification as set forth in the Site Visit section of this document, approved vendors will be allowed into the data center to perform scheduled maintenance or repair work. Vendors with approved manual access to the Data Center are required to identify



themselves to SOC-Operations and sign in/out of the Data Center using the Site Log located in the Data Center Operations Surveillance Area.

Data Center Tours / Visitors

In general, casual visits and/or tours of the data center are not allowed. In exceptional cases, approval of a tour or casual visit may be granted to a 60 Oxford Street data center customer. Requests for such visits should be directed to the SOC-Operations staff on 5-3232 and must be pre-approved by NSS management.

Data Center Policies

Receiving new equipment

Customers who wish to have equipment delivered to the Data Center and received by SOC-Operations at 60 Oxford Street may do so by having the shipment sent to their attention at:

**60 Oxford Street
Cambridge, MA 02138**

Customers should inform SOC-Operations via telephone or email with details of what is included in a particular shipment. SOC-Operations will receive the equipment, store it in a secure location, and notify the customer when the shipment arrives. Contact information for SOC-Operations is included below in *Attachment A1*.

Installation of new equipment

Customers installing new equipment in the machine room should be aware of staging and racking policies in effect at the Data Center; specifically, all equipment housed in the Data Center machine room must:

- be rack-mountable, and housed in standard racks using standard rack configurations, and
- possess power and heat consumption specifications that are within NSS-specified thresholds.

Equipment is to be moved directly from the loading dock to a separate, pre-designated “staging” area for de-skidding and de-boxing. After equipment has been removed from its packaging, it may be brought into the Data Center machine room for installation in a rack. Unpacking and de-skidding of equipment is not allowed within the Data Center machine room in order to maintain a clean room environment. The SOC-Operations staff is available for assisting with any questions regarding this process.



Site Visits

Planned Work visit

Customers who are planning to work on equipment within the Data Center should provide SOC-Operations with at least 3 days advance notice of the scheduled work taking place. Such notice is required due to the numerous customer groups and various infrastructure activities that could (potentially) be planned simultaneously. Planned-work site visits must be pre-approved by the NSS Data Center Manager. Providing as much notice as possible increases the likelihood that the desired work window will be available. Requests for planned site visits should be made in accordance with the policy set forth below in the *“Requesting a Site Visit”* section of this document. Planned work site visits are approved and tracked via the Remedy Call Handling/Tracking system.

Unplanned (Emergency) Work visit

Authorized customers will be allowed immediate access to the Data Center when an emergency situation warrants that access. It is requested that Emergency-work site visits be preceded by a telephone call to SOC-Operations at 5-3232 explaining the situation and the need for immediate access.



Data Center Machine Room Etiquette

In order to maintain a clean room environment and allow all work performed within the Data Center to be carried out as efficiently as possible, it is mandatory for all persons working within the Data Center machine room to adhere to the following rules of etiquette:

- 1) All work areas must be kept clean and free of debris. Upon completion of any work in the room, staff performing the work should ensure they have left the area as clean as it was before their work began.
- 2) All rack enclosures should be kept neat and free of manuals, diskettes, cables, etc. Doors on all racks should remain closed at all times except during performed work.
- 3) Cables should never be strung outside of rack enclosures. Cabling between rack enclosures of adjacent racks is accepted provided sufficient pass-through chassis are in place.
- 4) Under no circumstances should any customer:
 - a. lift floor tiles without prior knowledge, consent, and oversight of the SOC-Operations staff,
 - b. touch a Power Distribution Unit (PDU) within the Data Center machine room,
 - c. touch a Computer Room Air Conditioning Unit (CRAC) within the Data Center machine room,
 - d. open a data center communications cabinet, i.e. an RCR or DCCR, or
 - e. plug any device into another cabinet's power supply.

The Data Center Manager should be contacted immediately if any customer activity requires access to the Data Center machine room infrastructure and/or environmental systems.

- 5) All food and beverages are banned within the Data Center machine room. Under no circumstances should food or beverage of any kind be brought into the room.

Data Center Maintenance/Outages (Planned)

Customers should be aware that NSS routinely schedules maintenance of its critical infrastructure components to ensure maximum availability of the facility. Due to the nature of some of these maintenance events, exposure to an infrastructure failure may be slightly increased during the event.

NSS will notify all Data Center customers in advance of planned maintenance/testing that could impact the operation of the Data Center machine room. Notification will be provided as far in advance as possible to allow customers to properly plan for any



possible impact from the event and to give customers an opportunity to raise any concerns with the planned event.

Data Center Outage (Unplanned)

Any unplanned outage or operational loss of the Data Center will be communicated to customer contacts, identified in the NSS Service Agreement, as soon as possible as set forth in the NSS Data Center Outage policy.

Requesting a Site Visit

The following “How To” sections should be followed for gaining authorization for access to the Data Center:

How To – Request Access for a Planned Work visit*

Requests for planned work must be made to the SOC-Operations staff as far in advance of the planned work as possible. The request can be made either via a Remedy NSS Change/Outage ticket or directly to the SOC-Operations staff via phone on 5-3232 or email to soc_ops@harvard.edu.

- Customers with access to Remedy should submit a NSS Chg/Out form with details of the work to be performed.
- Customers who do not have access to Remedy can contact SOC-Operations via phone or email and SOC-Operations will open a NSS Chg/Out form on behalf of the requestor.
- Open NSS Chg/Out requests are regularly reviewed by NSS Data Center Management for possible work conflicts and ultimately, for approval and scheduling of the request.

**Note: All Planned work site visits are approved and tracked via the Remedy Call Handling/Tracking system.*

How To – Request Access for an Emergency Work visit

Immediate visits are permitted for emergency work only. The emergency visit must be accompanied by notification to SOC-Operations by an authorized customer representative with details of the urgent issue and corresponding need for access. In order to preserve the security of the facility, emergency access will not be granted to personnel who have not been identified to SOC-Operations as authorized customer representative(s).



Attachment A1 – 60 Oxford Street Data Center - Quick Reference Table

Request	How to submit	Required Notice	Required Information	Required Approvals
Planned work site visit*	Remedy users – NSS Chg/Out form. Non-Remedy users – phone call or email to SOC-Operations	3 days prior to scheduled work date	Nature/scope of work being done	NSS Data Center Manager
Unplanned work site visit*	Call or email to SOC-Operations	As soon as possible	Nature/scope of work being done	NSS Data Center Manager
Vendor access to facility	Remedy users – NSS Chg/Out form. Non-Remedy users – phone call or email to SOC-Operations	3 days prior scheduled work	Nature/scope of work being done	NSS Data Center Manager
Scheduled delivery of equipment	Notification to SOC-Operations via email or telephone.	At time of order or at least 1 day in advance of delivery	Details of shipment – contents, expected date-of-arrival	None
Request for new/changed power requirement	Remedy HD Support request (marked as URGENT if after 5:00 p.m.)	At least 3 weeks lead time	Power specifications – plug type, voltage, Amps, etc.	NSS Data Center Manager
Network Infrastructure (RCRs, DCCRs) – Request for additional network presence	Email NSS NOC @ netmanager@harvard.edu	7 Days	Destination (rack) location within the data center	NSS Data Center Manager
(General) Data Center questions	Telephone or email	Whenever needed		

**Note: Access to the Data Center is only permitted for Authorized Customer Representatives (as listed in the NSS Service Agreement)*

60 Oxford Street Data Center Contact Information

Contact	Email	Telephone
SOC-Operations	Soc_Ops@harvard.edu	495-3232
NSS Data Center Manager	Joe_breslow@harvard.edu	495-3228
NSS Network Operations Center (NOC)	Netmanager@harvard.edu	