XYZ Telecommunications

NP Document #2
NP-100-0002

Restricted to XYZ Telecommunications

Original Issue: 06/04/2022

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Data Center Access and Security Procedures

The purpose of this document is to provide the procedures to all personnel (XYZ Telecommunications or Contractor) for obtaining Temporary, Escorted or Permanent Access to a Data Center and define the access procedures.

A Data Center is a secure and access-controlled environment. Only authorized personnel have access to the Data Center area. This policy is intended to protect XYZ Telecommunications assets by managing and controlling the Data Center environment to maintain production level metrics and meet national and local security requirements.

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1. General Information

1.1 Scope
This Network Practice (NP) contains detailed information about security and access procedures to XYZ Telecommunications Data Center facilities. This Network Practice also contains details about how to request access to Data Center facilities not owned or controlled by XYZ Telecommunications, herein referred to as colocation providers.

1.2 Responsibilities
It is the responsibility of all XYZ Telecommunications employees and Contractors to follow the instructions provided in this document to obtain access permissions to a XYZ Telecommunications Data Centers. Managers are responsible for immediately notifying XYZ Telecommunications Data Center Management team when an employee or Contractor no longer requires access and initiate the removal of said person from the Authorized Access List.

2. Physical Security Access Procedures

2.1 Primary Guidelines
- The Data Center is a restricted area requiring a high level of control. Only those individuals who are authorized to do so by the Data Center Management Team may enter this area. Access privileges will only be granted to individuals who have a legitimate business need to be in the Data Center. Furthermore, this area may only be entered to conduct authorized company business.

- All XYZ Telecommunications employees, contingent workers, vendors, consultants and contractors provided access to the Data Center(s) will familiarize themselves thoroughly with the Data Center Security and Access Policy and Data Center Operational Policy documents. Any questions regarding policies and procedures should be addressed to the Data Center Management Team.

- The only exception allowed to the Data Center Access and Security Procedures is temporary suspension of these rules if it becomes necessary to provide emergency access to medical, fire and/or police officials.

Note: Exceptions may be allowed, but must be pre-approved by the Data Center Management Team.

2.2 Data Center Access – Requests

There are three "Levels of Access" to the Data Center - Controlling Access, Escorted Access and Unescorted Access.

2.2.1 Security System and Key Requests

Requests for access to a XYZ Telecommunications Data Center are completed via the following process:

Permanent Access – Not all Data Center locations allow for unregulated badge access. Below is the minimal information required for access. Any addition information required by the Data Center will be provided by the Approver.

- Person to be Granted Access
  - Name
  - Title
  - Requestor Type: XYZ Telecommunications or Contractor
  - Contact Information (Phone Numbers, Email address)
  - XYZ Telecommunications Manager's Name
  - XYZ Telecommunications Manager's Contact Information
  - XYZ Telecommunications Manager Approval
- Business justification for access to the Data Center
- Frequency of visits (X times per year/month)
- Submit Service Request per point 2.2.2 below

Temporary Access – Temporary access will be granted on a case-by-case basis. This type of access is intended for personnel requiring access for a short period of time to perform authorized company business activities.

- Person to be Granted Access
  - Name
  - Title
  - XYZ Telecommunications or Contractor
  - Contact Information (Phone Numbers, Email address)
  - XYZ Telecommunications Manager's Name
  - XYZ Telecommunications Manager's Contact Information
  - XYZ Telecommunications Manager Approval
- Business justification for access to the Data Center
- Frequency of visits (X times per year/month)
- Access Start Date / End Date
- Submit Service Request per point 2.2.3 below

Escorted Access – Submit Service Request Ticket requesting Data Center Operations Tech escort support.

- Person to be escorted
  - Name
  - Title
  - XYZ Telecommunications or Contractor
  - Contact Information (Phone Numbers, Email address)
  - XYZ Telecommunications Manager's Name
  - XYZ Telecommunications Manager's Contact Information
  - XYZ Telecommunications Manager Approval
- Business justification for access to the Data Center
- Frequency of visits (X times per year/month)
- Access Start Date / End Date
- Submit Service Request per point 2.2.4 below

2.2.2 Requesting Permanent Access

All requests for Permanent Access to the Data Centers will be submitted via a Service Request ticket. To submit a Permanent Access request for a Data Center, follow the procedure below.

1. Requirements – when proceeding to step 2 below, be sure to have the information referenced in step 2.2.1 above.
2. Access XYZ Telecommunications Service Request ticket system using the following link, https://service-request-web-link
3. Login using your corporate Login/Password.
   a. Refer to Appendix B for instructions on creating a ticket in Service Request.
4. Complete the Form and click on "Submit".
5. The Service Request ticket will be submitted to the Manager-Data Center Operations for approval. The Manager-Data Center Operations will review and approve or reject the request. If additional information is required, the request will be rejected and the ticket will be assigned in Service Request to the requestor's manager for the additional information.
6. The Manager–Data Center Operations will submit the request for access to the appropriate Data Center Provider and notify the Requestor when their Badge/Codekey/key is ready for pickup.
   a. Badges issued to Contractors - In the event a badge is lost or not returned within the appropriate time frame, any charges levied on XYZ Telecommunications will be passed on to the Contracting Company.

2.2.3 Requesting Temporary Access

All requests for Permanent Access to the Data Centers will be submitted via a Service Request ticket. To submit a Permanent Access request for a Data Center, follow the procedure below.

1. Requirements – when proceeding to step 2 below, be sure to have the information referenced in step 2.2.1 above.
2. Access XYZ Telecommunications Service Request ticket system using the following link, https://service-request-web-link
3. Login using your corporate Login/Password.
   a. Refer to Appendix B for instructions on creating a ticket in Service Request.
4. Complete the Form and click on "Submit".

5. The Service Request ticket will be submitted to the Manager-Data Center Operations for approval. The Manager-Data Center Operations will review and approve or reject the request. If additional information is required, the request will be rejected and the ticket will be assigned in Service Request to the requestor's manager for the additional information.
6. The Manager–Data Center Operations will submit the request for access to the appropriate Data Center Provider and notify the Requestor when their Badge/Codekey/key is ready for pickup.
   b. Badges issued to Contractors - In the event a badge is lost or not returned within the appropriate time frame, any charges levied on XYZ Telecommunications will be passed on to the Contracting Company.

2.2.4 Requesting Escort Access

All requests for Escorted Access to the Data Centers will be submitted via a Service Request Ticket. To submit a request for Escorted Access request for a Data Center follow the procedure below:

1. Requirements – when proceeding to step 2 below, be sure to have the following:
   a. Business justification for access to the Data Center.
   b. Date & Time Escorted Access is being request for (Date: mm/dd/yy, Time: HH:MM AM/PM)
   c. Duration of escort (X hours, Y minutes)
   d. Requestor's Manager Approval
2. Access the Service Request Ticket system using the following link, https://service-request-web-link
3. Login using your corporate Login/Password.
   a. Refer to Appendix B for instructions on creating a ticket in Service Request.
4. Complete the Form and click on "Submit"
5. Manned Data Centers: The Manager – Data Center Operations will schedule the Data Center Operations Technician to complete the escort request.
6. Unmanned Data Centers: The Manager – Data Center Operations will work with the Local Operations Manager to schedule a Local Operations Technician to complete the escort request.

2.3 Data Center Access Tracking

2.3.1 Data Center Access Logs

All Access to the Data Centers must be tracked via the Data Center Access Log (see Appendix C). The Access Log will be maintained at the entry to the cage space and each and every person entering the site will be responsible for completing a log entry in the Access Log when entering/leaving the site. All fields are to be completed.

- Date
- Name
- Escorted by (for unescorted access, enter "Self" in this field)
- Time In
- Time Out

Data Center Technicians or Local Operations Technicians responsible for the site will ensure that the documents are properly maintained and retained for reference.

2.3.2 Periodic Review and Termination / Revocation of Access

- The Data Center Management team will be responsible for periodically reviewing the Vendor's Authorized Access List and comparing to the XYZ Telecommunications Access List to ensure that all persons on the Vendor's Authorized Access List are approved, and maintain a XYZ Telecommunications Corporate Account.
Procedures for terminating or revoking Data Center access include:
    o Canceling Access code/cardkey
    o Collecting cardkey/key
    o Removing name from the Colocation Authorized Access List
- If an individual no longer requires Data Center access, the Manager-Data Center Operations will issue a request to the Vendor to remove the person from the Authorized Access List per the vendor instructions.
- The Management Team will also perform periodic (at least annual) reviews of those with keys to the Data Center. If an individual's needs no longer justify a key, it will be collected.

2.3.3 Data Center Exception Reporting

- All infractions of the Data Center Physical Security Policies and Procedures shall be reported to the Data Center Management Team.
- When an unauthorized individual is found in the Data Center it must be reported immediately to a member of the Data Center Management Team. If this occurs during the evening hours, the Manager – Data Center Operations should be contacted.
- Capture the following information:
    o Name of individual
    o Employment Company
    o Work Performed for Company
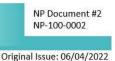   o Purpose for accessing the site

2.3.4 Policies for Data Center Equipment Deliveries / Pick-Up Requests

A log is maintained by Data Center Operations that identifies and verifies all equipment that is brought into or removed from the Data Center. All equipment must be logged in the Data Center / Colocation Equipment Receive/Removal Log. See Appendix D.

- Date – Enter the date the equipment is brought into or removed from the Data Center.
- XYZ Telecommunications Part Number – Enter the XYZ Telecommunications Part Number(s) of the equipment.
- Person Receiving/Removing Equipment – Enter the name of the person bringing in or removing the equipment.
- Trouble Ticket/RMA Number(s) – for trouble related activity, enter the Service Request Trouble Ticket number and Supply Chain/Vendor RMA Numbers.
- Engineering Change Notification Number – For project driven activity, enter the Engineering Change Notification number that's assigned to the project.

Operations (Data Center & Local Operations) will be responsible for ensuring that all colocation delivery notifications are completed prior to scheduled arrival or pick up from the Data Center.

Any department that is planning to have equipment delivered to or picked up from the Data Center should contact Data Center Operations / Local Operations and provide details to Data Center Operations / Local Operations in advance of delivery/pick-up. Please provide Data Center Operations / Local Operations with the following information for the equipment log:

- For the delivery of equipment:
  - Expected day of delivery
  - P.O. number for the equipment (if known)
  - Vendor name and description of the equipment
  - Person to be contacted when the equipment arrives
- For the pick-up of equipment:
  - Expected day the equipment will be picked up
  - Vendor name and the description and location of the equipment to be picked up
  - Name of person to be notified once equipment is picked up

For Colocation Vendor Specific requirements, please reference the Vendor provided document located on the document portal site provided by the attached link: https://web-link-here

3. Document Information

RESTRICTED

Proprietary information generated in the course of business, for which inadvertent access or disclosure adversely impacts the company, its employees, or its customers, (e.g., policy or process documentation, purchase plans, employee records, most operational communications, customer information, marketing and sales plans, and other intellectual property). Material information that must be safeguarded against insider trading will be included in this category.

3.1 Approvals

Date Created:	5/12/2022	
Last Revised:	6/5/2022	
Approved By:	D.Jones(temp), Manager, DCO	Approved, 6/4/2022
	<Name, Title, Department>	Approval Pending/Date
	<Name, Title, Department>	Approval Pending/Date
	<Name, Title, Department>	Approval Pending/Date
	<Name, Title, Department>	Approval Pending/Date
	<Name, Title, Department>	Approval Pending/Date

3.2 Update History

This section to be updated by the individuals who contributed to the preparation and updates of the document.

Name / Title	Department	Completion Date

Appendix A: Data Center / Colocation Information – By Provider Name

The Appendix will provide the Data Center / Colocation name and provider information.

1. Data Center Owner Name
Data Center Location(s)
- <Site ID> - <Address>
- <Site ID> - <Address>

2. Data Center Owner Name
Data Center Location(s)
- <Site ID> - <Address>
- <Site ID> - <Address>

3. Data Center Owner Name
Data Center Location(s)
- <Site ID> - <Address>
- <Site ID> - <Address>

4. Data Center Owner Name
Data Center Location(s)
- <Site ID> - <Address>
- <Site ID> - <Address>

Appendix B: Data Center / Colocation Information – Creating a Service Request

Basic overview of how to create a generic Service Request for a Data Center.
User must have XYZ Telecommunications network credentials to access this service request page.
(Note: This is a general outline of an imaginative system)

Service Request web link: https://service-request-web-link

Create a Generic Data Center Service Request

1. Click on "**Service Catalog**"
2. Select "**Request New Service**"
3. Select the appropriate **Priority Level**: 1-Critical, 2-High, 3-Moderate, 4-Low
4. Select the Region the Data Center is located in
5. Select the City
6. Select the Site
7. Enter the requested completion Start and End date
8. Enter the Equipment information.
9. Select the appropriate Group Assignment
10. Enter a Detailed Description of the work to be performed
11. Click on "**Submit Task**"

A ticket number will be generated and an e-mail sent to the requestor. The request will be reviewed by the appropriate groups and either approved or rejected.

Appendix C: Data Center / Colocation Access Log Template

See the attached PDF document for the Access Log template. Each Data Center is to maintain an access log.

Data Center Access Log (ver.1)					
Data Center Location: _____					
Note: If unescorted, write "Self" in the "Escorted By:" column.					
Date	**Name**	**Escorted By**	**Purpose of Visit**	**Time In**	**Time Out**
Notes:					

Appendix D: Data Center / Colocation Equipment Receive/Removal Log Template

See the attached PDF document for the equipment receipt/removal log template. Each Data Center is to maintain a receipt/removal log.

Data Center Equipment Receipt / Removal Log						
Data Center Location: _____						
Date	**Part Number**	**Description**	**Received/Removed By**	**Service Ticket / RMA #**	**Change Notification #**	**Project #**
Notes:						