The Weber State University Data Center provides specific environmental, enhanced security access, fire alarms/suppression, Uninterrupted Power Supplies (UPS), Campus Backbone connectivity, and a number of other elements required by the mission-critical resources that it houses.

The Data Center is physically secured by proximity door locks and monitored by Operations staff. In addition, security cameras placed within the server room provide 24-hour video surveillance of activity in the room.

I. DEFINITIONS

Production Data Center – The Production Data Center is located in the Technology Education Building, Room 212 on the Weber State University Main Campus.

Academic and Research Data Center – The Academic and Research Data Center is located in the Technology Education Building, Room 213 on the Weber State University Main Campus.

Davis Campus Data Center – The Davis Campus Data Center is location in Building D-2 room D2-120 on the Davis Campus located at 2750 N. University Park Boulevard Layton, Utah.

Hurst Center Data Center – The Hurst Center Data Center is located in room HC-007 in the Hurst Center for Lifelong Learning, on the Weber State University Main Campus.

Richfield Data Center - The Richfield Data and Disaster Recovery Center is located in Richfield Utah.

Visitor - Anyone who is not a Data Center employee, an authorized staff member, or authorized vendor is considered a visitor. Visitor also includes employees of Weber State University who do not work for the IT Division.

Vendor - All non-University employees who, through contractual arrangement and appropriate approvals, have access to the Data Center

Operator – Data Center employee employed as an IT Operations Specialist

Data Center Employee – A Data Center employee is defined as a network engineer, system engineer, operator, or other personnel with an office in the Data Center area.

Data Center Manager – Data Center Employee directly responsible for the Data Center.

Authorized Staff - University employees who are authorized to gain access to the Data Center but do not work at the Data Center

II. PROCEDURE
Access to the Data Centers

In order to ensure the systems housed within the data center are kept secure, the following policies apply to all personnel requiring access:

- All personnel who access the Data Center must have proper authorization. Individuals without proper authorization will be considered a visitor.
- Visitors to the Data Center must adhere to the Data Center guidelines.
- Access authorizations will be verified on a semester basis.
- All personnel must wear a valid University or visitor identification badge at all times inside the Data Center.
- All personnel without a proximity card must sign in when entering the Data Center to document the time and purpose of their visit. They must also check out when leaving.
- Authorized staff will have access to the Data Center at any time in accordance with the Data Center access policy.
- Systems housed within the Data Center will be monitored by IT Operations employees through live video cameras.

Data Center Levels of Access

Production Data Center Access
Automated Access – Proximity card access is available to the data center on a 7x24 basis for authorized card holders. Special proximity card access will be limited to business visits only in accordance to PCI Data Security Standards Version 1.2.1 sections 7-1 and 7-2. Business visits are defined as server related business only. Abuse of this access will result in revocation of unescorted access privileges.

Academic and Research Data Center Access
Automated Access – Proximity card access is available to the data center on a 7x24 basis for authorized card holders. Proximity access to the data center is limited to business visits only. Business visits are defined as server related business only. Abuse of this access will result in revocation of unescorted access privileges.

Davis Campus Data Center
Automated Access - Proximity card swipe access is available to the data center on a 7x24 basis for authorized card holders. Proximity access to the data center is limited to business visits only. Business visits are defined as server related business only. Abuse of this access will result in revocation of unescorted access privileges.

Hurst Data Center
Automated Access – Proximity card access is available to the data center on a 7x24 basis for authorized card holders. Proximity access to the data center is limited to business visits only. Business visits are defined as server or DVR related business only. Abuse of this access will result in revocation of unescorted access privileges.
Richfield Data Center
Access is controlled by the Richfield Data Center. See them for access.

Data Center Doors
All doors to the Data Center must remain locked at all times and may only be temporarily opened for periods not to exceed that minimally necessary in order to:

- Allow officially approved and logged entrance and exit of authorized individuals.
- Permit the transfer of supplies/equipment as directly supervised by an Operator.

Vendor Access
With proper notification and approval vendors will be allowed into the data center to perform scheduled maintenance or repair work. Vendors with approved access to the Data Center are required to identify themselves to IT Operations and sign in/out of the Data Center using the Site Log located in the Data Center IT Operations Area.

Visitor Access
All visitors to the Data Center must adhere to the following guidelines:

- Visitors must be accompanied by either a Data Center employee or other authorized staff member at all times while in the Data Center. Exceptions to this policy must have the approval of the Data Center manager.
- Visitors must log in/out when entering/exiting the Data Center. The purpose of the visit must be documented.
- Visitors must wear a visitor's badge at all times when in the Data Center.

Equipment Requirements
In an effort to maximize security and minimize disruptions, the following policies apply to all equipment housed in the Data Center.

- A form must be completed for all equipment installations. A meeting with the Data Center Manager to initiate the move of equipment to the Academic and Research or Production data Centers. The completed form will be the baseline for the SLA.
- Be rack-mountable, and housed in standard racks using standard rack configurations.
- A meeting with the Data Center employees before purchasing new servers will help ensure that all requirements are met.

Requesting Access to the Academic and Research Data Center
Access requests for the Academic and Research Data Center will be considered on a case by case basis. The form for access request can be found at [www.weber.edu/ITDivision/operations/forms](http://www.weber.edu/ITDivision/operations/forms). Please fax the completed form to 801.626.7903 attn. Data Center Manager. You will be notified via email if your request has been approved or denied. Requests for casual access to the Data Center will not be considered.

**Upon approval of Academic and Research Data Center Access:**

To get a proximity card:
Call extension 6331 to request the number of proximity cards needed.

You will need the name and W number of each person the card is being requested for. You will also need the department cost code for billing for the proximity cards.

Proximity cards are not activated for the Academic and Research Data Center until seen by the Data Center Manager at IT Operations.

Academic and Research Data Center access is as follows:
TE 213
TE209 South Door
TE211 East Door

This is 24X7 access. You will not need to sign in if you have a proximity card because we can see when you arrived when it is scanned. Anyone without a proximity card will need to sign in and wear a visitor badge. Visitor badges are available at the IT Operations Desks.

**Requesting access to the Production Data Center**

Due to PCI compliance rules adherence to PCI Data Security Standards Version 1.2.1 sections 7-1 and 7-2 is required. Access requests for the Production Data Center will be considered on a case by case basis. The form for access request can be found at [www.weber.edu/ITDivision/operations/forms](http://www.weber.edu/ITDivision/operations/forms). Please fax the completed form to 801.626.7903 attn. Data Center Manager. You will be notified via email if your request has been approved or denied. Requests for casual access to the Data Center will not be considered.

**Upon approval of Production Data Center Access:**

To get a proximity card:
Call extension 6331 to request the number of proximity cards needed.

You will need the name and W number of each person the card is being requested for. You will also need the department cost code for billing for the proximity cards.

Proximity cards are not activated for the Production Data Center until seen by the Data Center Manager at IT Operations.
Production Data Center access is as follows:
TE 212
TE209 South Door
TE211 East Door

This is 24X7 access. You will not need to sign in if you have a proximity card because we can see when you arrived when it is scanned. Anyone without a proximity card will need to sign in and wear a visitor badge. Visitor badges are available at the IT Operations Desks. In the case of a University Holiday visit, the Data Center Manager will need to be notified before your visit. This will ensure that the proper personnel are available during your visit to ensure PCI compliance.

**Special Access to Data Center**

Special access can be requested for IT Division personnel who attend meetings on a regular basis in the Data Center.

**Steel Key Policy**

Access to the Data Centers will be limited to Proximity Card access only unless there is an emergency. The steel key to the Data Centers will be carried by the Data Center Manager and IT Infrastructure Director at all times. When the Data Center Manager is on vacation the steel key will be transferred to the senior operator to carry until their return.

**Data Center 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, all persons working within the Data Center machine room must adhere to the following rules of etiquette:

- 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.

- 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. CD’s, DVD’s and other materials found in the Data Center will be removed and can be claimed at IT Operations

- 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.

- Customers are not permitted to:
  a. lift floor tiles,
  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. plug any device into another cabinet’s power supply.

- Under no circumstances should food or beverage of any kind be brought into the Production or Academic and Research Data Center rooms.

- No Hazardous materials are allowed within the Data Center.

- All packing material must be removed from computer equipment/components in the specified staging areas before being moved into the Data Center. This includes cardboard, paper wrap, peanuts, plastic, wood and other such material.

- No cleaning supply is allowed within the Data Center without prior approval. This includes water.

- No cutting of any material (pipes, floor tiles etc…) shall be performed inside the Data Center unless special arrangements are made.

- Boxes, tapes, CD’s and other material shall not be stored inside the Data Center.

- IT Division and WSU employees shall only access racks that contain equipment for which they are responsible.

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.

Data Center Tours
To schedule visits call 801.626.7007. All visits to the Data Center should be scheduled through the Data Center Manager at least 24 hours in advance. Tours will be led by authorized data center employees and visitors will be required to comply with Data Center policy.

Data Center Contacts
IT Operations 801.626.7007
nops@weber.edu

Data Center Manager
801.626.7132
Request for Production and Academic and Research Data Center Access

Name:       Department:
Office:       Office Phone:
Emergency Phone:     Email address:

Agreement

Data Center Users must abide by the following rules:
• Weber State University ID must be worn at all times while in Data Center.
• No unauthorized personnel will be brought into the Data Center without prior approval.
• Individuals must not touch other servers, switches or equipment belonging to other departments.
• All visitors must sign in and out when entering and leaving the Data Center.
• No visitors will be allowed in the Data Center unescorted and without proper visitor ID.
• Individuals with access to the Data Center must abide by all policies and procedures outlined in the Weber State University Data Center Policies.
• No food or drink of any kind is allowed in the Data Center.
• Violation of these rules will result in revocation of unescorted Data Center privileges. The Data Center Manager will facilitate the Data Center standards and procedures review process for all prospective Data Center tenants.
• PCI Data Security Standards Version 1.2.1 section 7-1 and 7-2 have been read and understood if requesting access to production data center.

I fully understand and agree to these rules. I also agree to provide my full cooperation during an investigation concerning a security matter which may have occurred while I was present in the Data Center.

Failure to comply with the Data Center policies and procedures may result in revocation of unescorted access.

Access requested:  Production Data Center __________ Academic and Research Data Center__________
Hurst Data Center __________ Davis Campus Data Center __________

_________________________ ________________________
Applicant                        Date

Approved by:

_________________________ ________________________
Data Center Manager                        Date