SHARED HOSTED DATA CENTER
BADGING REQUEST
PROCESS

APRIL 23,2017

Revision History

Revision #	Date of Release	Purpose
v.1.0		New Procedure
V.1.0	June 2, 2017	Approved to Publish

Approvals

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	
Luke Davis	IT, SHDC	
AZ_SOC Personnel	Security Provisioning	

PURPOSE

To provide an individual that has a business purpose at the Shared Hosted Data Center (SDC) with badge access to the facility if they have equipment located in ADOA raised floor co-location space. Access will be provided to only the areas designated by SHDC facilities personal to conduct business for your agency.

INPUTS

SHDC Badging Request

UNAX Training Video Completion

UNAX Certificate of Confidentiality Awareness

ADOA Securing Electronic Information video completion.

ENTRY CRITERIA

STATE DATA CENTER BADGING REQUEST

Step	Responsibility	Action
1.	Co-Located Agency Manager	Compile a list of authorized agency employees that will be allowed to IO Data Center to be escorted by SHDC data center personnel.
2.	Co-Located Agency Manager	Send ASET- Security request for latest SHDC Badging request form and links to latest UNAX training video and UNAX packet at azsoc@azdoa.gov Copy SHDC Infrastructure Manager on this e-mail to Security at allan.gazza@azdoa.gov
3.	AZ SOC Personnel	The AZ SOC personnel will verify with the IT Infrastructure Manager that the agency has equipment in the SHDC ADOA raised floor space prior to any IO/CenturyLink badging request being submitted.
4.	SHDC IT Infrastructure Manager	Verify in the Installed Equipment spreadsheet and/or Rack elevation Visio diagram that the agency has equipment located in the ADOA co-location space. Reply to AZ SOC if the agency individuals are ok to be badged.
5.	SHDC IT Infrastructure Manager	Send approval to azsoc@azdoa.gov for the requested agency personal that have equipment located in the ADOA co-location space.
6.	AZ SOC Personnel	ASET Security personnel will send the Co-located agency manager and employee the latest documentation and training material links.

7.	Co-located agency employee	Employee must complete all the required videos and training documentation.
8.	Co-located agency employee	Employee will fill out the SHDC Badging request form, and select the Co-location Data Center.
9.	Co-Located Agency Manager	The employee's direct manager will sign the SHDC badging request form.
10.	Co-located agency employee	The employee will deliver in sealed envelope the SHDC badging request form and signed copy of the Confidentiality Awareness Certificate to ADOA-Security or SHDC IT Infrastructure Manager. The forms can also be sent by e-mail to azsoc@azdoa.gov
11.	AZ SOC Personnel	AZ SOC personnel will verify successful completion by reviewing all the training material and return signed packet.
12.	AZ SOC Personnel or SHDC Infrastructure Manager	Verify the SHDC location are the only areas checked on SHDC badging request form. If not, cross out and initial areas that are not approved. (Notify co-located Manager and employee of areas that are not approved). (Cage 135 permissions will not be added to the badging, as this is an escort only area).
13.	AZ SOC Personnel or SHDC Infrastructure Manager	Sign and date the approved form.

14.	AZ SOC Personnel or SHDC Infrastructure Manager	Login to the CenturyLink portal and add the employee name under the Contact Administration and add the employees Name, Job title, e-mail address, and phone number. Follow the steps to request badging in the CenturyLink Portal:
		 1. Login to CenturyLink Portal with previous provided login credentials.
		 2. Select the "Settings Tab"
		 3. Select "admin settings"
		 4. Select "Contact Administration"
		 5. Select "All Contacts"
		 6. Select "Add New Contact"
		 7. Fill out the required information:
		   a. First Name, Middle Name, Last Name
		   b. Job Title
		   c. E-mail address
		   d. Office and mobile phone number
		 8. Select "Next Step"
		 9. Select "New Data Center Access"
		 10. Select "ZZPH1-615 N 48th St, Phoenix Arizona" from the Data Center drop down box.

ADOA
ARIZONA DEPARTMENT OF ADMINISTRATION

		11. Under "Installed Product" do not select this for any agency employees. Note: Cage 33914548.00000 will only be selected for SHDC employees that have been given access without an escort. (example -SHDC data center employees). 12. Select "Permanent or temporary" depending on the type of access. 13. Click on the "Start Access" box for a calendar to appear with the start date for access (proceed to step 15, permanent badges will not have a end date in step 14). 14. Click on the "End Access" box for a calendar to appear with the end date for access 15. Select "Save" to continue. 16. Select "Close".
15.	AZ SOC Personnel or SHDC Infrastructure Manager	Notify Employee of badging times for IO Data Center. Monday 9:00am – 12:00pm Thursday 1:00pm – 4:00pm Inform the employee no appointment is needed, and when they arrive at the entrance gate to inform the guard they are there for badging and are on the permanent list for badging for the State of Arizona – ADOA. The list of all employees with badges and on the access list for badging is maintained on the CenturyLink Portal. AZ SOC and SHDC Infrastructure Manager will review the access list weekly to verify that any temporary visitor is removed from the list, and the list is validated.
16.	ADOA/Agency Employee	Arrives at IO Data Center and checks in with guard inside of front entrance. Guard will notify IO Badging office.
17.	IO Badging Office	Will come out and get employee and process the badging request. Badge will be verified as functional by IO Badging office prior to the employee leaving.
18.	ADOA employee	Employees that are assigned access to enter the cage will not be required to request an escort.
19.	ADOA/Agency Employee	ADOA or agency employees that are not granted access will contact the IT Infrastructure Manager or his/her

		designated SHDC employee to schedule a time to be escorted to their equipment.
20.	SHDC Infrastructure Manager or designated SHDC employee	Escort the ADOA or agency employee to their equipment. Note: Any maintenance or access to equipment should be done after referring to the correct process. As this is just a badging process.
20	AZ SOC Personnel	Send out notification that all employees will be required to sign the Annual Confidentiality Awareness Certificate in order to remain on the access control list for the SHDC.

Output

EXIT CRITERIA
CenturyLink port Contact list validated weekly
ADOA or Agency employee receives IO and sometimes CenturyLink badge.

External References:

SHDC Infrastructure Manager – allan.gazza@azdoa.gov
ADOA-Security – azsoc@azdoa.gov

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS
n/a

STAKEHOLDERS
SHDC IT Infrastructure Manager
ADOA – Security
IO Badging
CenturyLink Badging

Procedure Attributes

- Procedure Owner: ASET-SHDC - IT Infrastructure Manager
- Review Cycle: 360 days
- Stakeholders for Approvals and Changes: ASET-SHDC

Revision Number	Revision Date	Responsible person for Revision	Reason of Revision
1.0	3/14/2017	Allan Gazza	New Document
1.01	4/23/2017	Allan Gazza	Revised due to AZ SOC personnel requested revisions