

# SHARED HOSTED DATA CENTER ENTRANCE PROCESS

MARCH 2017

**Revision History**

Revision #	Date of Release	Purpose
v.1.0		New Procedure
v.1.0	June 2017	Publish

**Approvals**

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	
Luke Davis	IT, ASET-SHDC	

**PURPOSE**

A process to verify that all personnel coming to the Shared Hosted Data Center (SHDC) have been approved to be in the building and are on the access control list and have a IO Data Center badge.

**INPUTS**

**ENTRY CRITERIA**

Listed on access control list and have an IO Data Center badge.  
Visitor request submitted to IT Infrastructure Manager or CenturyLink HOC

**SHDC ENTRY - EMPLOYEES/Co-LOCATION WITH IO BADGES**

Step	Responsibility	Action
1	ADOA or Co-located employee	<p><b>Employee with IO Badge</b> Arrive at Shared Hosted Data Center (SHDC) and use badge reader at front gate. Guard will wave you through if during business hours. If during the evening, use badge reader, and proceed to lobby.</p> <p>Address: 615 N 48<sup>th</sup> Street Phoenix, AZ 85008</p>
3.	ADOA or Co-located employee	<p><b>Employee with IO Badge</b> Proceed to ADOA co-location space to meet with SHDC IT Infrastructure Manager or SHDC IT Personnel for escort into space.</p>

**Unscheduled repairs**

If it is after hours, and it is an emergency for the employees to access their equipment to restore service, the SHDC Infrastructure Manager, or SHDC IT Personal must be called and they will come to the SHDC to provide escort access to the ADOA co-location space.

IT Infrastructure Manager – Allan Gazza 602-281-0263

Manager – Luke Davis – 602-810-0660

3<sup>rd</sup> person here –

The on-call IT person will arrive onsite within 15-30 minutes.

**Scheduled Repairs**

Please submit an e-mail to the (need Shared Hosted Data Center e-mail address, including Allan, Luke, 3<sup>rd</sup> person) for any service that needs to be performed outside of normal business hours (6:00am – 6:00pm) or on weekends, to have an escort available.

9.	ADOA or Co-located employee or vendor	Returns to Security desk and returns temporary badge
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### SHDC ENTRY - EMPLOYEES/CO-LOCATION WITHOUT BADGES

Step	Responsibility	Action
<p>Note: to obtain a visitor badge, please submit an e-mail request 48 hours prior to the actual visit date and time. If there is an urgent need to come onsite, please contact the SHDC IT Infrastructure Manager or the SHDC Manager by phone with the name, and e-mail address of the person that needs to be escorted.</p>		
1	ADOA or Co-located employee	<p><b>Employee without badge</b>            Employee must be on visitor list submitted by IT Infrastructure Manager or CenturyLink HOC. Arrive at Shared Hosted Data Center (SHDC) and present security guard your driver's license and person you are meeting if during business hours. If during the evening, press call button on badge reader and let guard know who you are meeting. The guard will open the gate, please proceed to lobby</p> <p>Address:            615 N 48<sup>th</sup> Street            Phoenix, AZ 85008</p>
3.	ADOA or Co-located employee	<p><b>Employee without badge</b>            Present Driver's license to Security personnel and identify who you are meeting at the Data Center</p>

#### Unscheduled repairs

If it is after hours, and it is an emergency for the employees to access their equipment to restore service, the SHDC Infrastructure Manager, or SHDC IT Personal must be called and they will come to the SHDC to provide escort access to the ADOA co-location space.

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#### Scheduled Repairs

Please submit an e-mail to the (need Shared Hosted Data Center e-mail address, including Allan, Luke, 3<sup>rd</sup> person) for any service that needs to be performed outside of normal business hours (6:00am – 6:00pm) or on weekends, to have an escort available.

**Output**

**EXIT CRITERIA**

**External References:**

IT Infrastructure Manager – Allan Gazza: work 602-542-8786, cell 602-281-0263

IT Manager – Luke Davis: work 602-542-3504, cell 602-810-0660

Third person here

**ADDITIONAL CONSIDERATIONS/ASSUMPTIONS**

n/a

**STAKEHOLDERS**

SHDC IT Infrastructure Manager – [allan.gazza@azdoa.gov](mailto:allan.gazza@azdoa.gov)

SHDC IT Manager – [luke.davis@azdoa.gov](mailto:luke.davis@azdoa.gov)

**SLR CONSIDERATIONS**

N/A

**Procedure Attributes**

- Procedure Owner: ASET-SDC - 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	3/15/2017	Allan Gazza	New Document