

SHARED HOSTED DATA CENTER INCIDENT RESOLUTION PROCESS

MARCH 2017

Revision History

Revision #	Date of Release	Purpose
v.1.0		New Procedure

Approvals

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

PURPOSE

A process to expedite the entrance of all essential persons into the Shared Hosted Data Center (SHDC) in the event of an incident that needs immediate resolution that is impacting any service.

INPUTS

ENTRY CRITERIA

AZNet II Employees that already have a IO Data Center badge.
Visitor request submitted to IT Infrastructure Manager, CenturyLink HOC, or AZ_SOC

SHDC ENTRY – ADOA EMPLOYEES, AZNET II EMPLOYEES WITH CAGE ACCESS

Step	Responsibility	Action
1	ADOA, AZNet II, or essential network or agency personnel.	<p>Employee with IO Badge 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 48th Street Phoenix, AZ 85008</p>
3.	ADOA, AZNet II, or essential network or agency personnel.	<p>Employee with IO Badge and cage access Proceed to ADOA co-location space and proceed with necessary repairs.</p>

Incident Resolution

All ADOA or AZNet II employees with badge access will enter the ADOA co-location space. If in the Network rows no keys are required to access the cabinets. For access to the server racks, a code for the lock box will be provided by the IT

IT Infrastructure Manager – Allan Gazza 602-281-0263
Manager – Luke Davis – 602-810-0660
3rd 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, 3rd 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>Employee without badge 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 48th Street Phoenix, AZ 85008</p>
3.	ADOA or Co-located employee	<p>Employee without badge 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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 Manager – Luke Davis – 602-810-0660
 3rd person here –

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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

SHDC IT Manager – 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