



Data Centers - Hosting

At ITS, we take your data seriously. We've partnered with a leading provider in hosted data centers to host our LMS, LearnCentral and your web, video and employee data. Our Provider's Data Center is a SAS 70 Type II certified facility designed to meet the most demanding requirements and the highest level of security, safety, redundancy, reliability, scalability and technology. Below are some of the general features of our data center facilities:

Special Building Features

- Lightning protection throughout the perimeter, rooftop and electrical and mechanical infrastructure
- Main facility entrance requires two factor authentication into a security 'sign-in' area
- Building strategically located outside of severe weather and seismic zones
- Building is rated to withstand hurricane-force winds
- Ballistics-resistant walls, doors and windows
- 24-hour physical security monitors all cameras, door positions and badge access areas
- Redundant off-site monitoring of all security systems
- Cameras at each doorway and pan-tilt-zooms (PTZs) throughout the exterior of the facility
- Double man trap forces double verification and provides extra secure data center entry
- Access to the data center requires two-factor method authentication consisting of biometric hand scan and security code

General Data Center Information

- 24- to 36-inch raised floor rated to support 1200lbs/sqft
- Conditioned air is supplied via the raised floor for more efficient and effective cooling of computer equipment
- Sensor-driven cameras watching every door, aisle, cage, cabinet, NOC and other secure support rooms
- Masonry and steel construction
- Hurricane wind-rated roof
- Leak detection systems throughout the facility
- Grounding system throughout the datacenter to provide connections to the raised floor, posts, cages and cabinets

Security/Access

- 24-hour physical security monitors all cameras, door position and badge access areas
- Redundant off-site monitoring of all security systems
- Camera on each doorway
- Double man trap forces double verification and provides extra secure data center entry and exit
- Door entrance to data center requires two-factor method authentication consisting of biometric hand scan and security code
- Biometric hand scanner verifies unique hand geometry image and a heat signature before allowing entry into data center

Electrical

2N or System Plus System Power design

- Redundant utility transformers, generators, Automatic Transfer Switches (ATSs), main switch panels, UPSs and PDUs
- Power distribution consists of an A and B side methodology with each side of the power infrastructure having the capacity to support full facility load in the event of failure
- Dual-sourced PDUs are fed from both the A side and B side power infrastructure and can automatically switch to an alternate power source in the event of failure
- All customer cabinets are fed via diverse dual-sourced PDUs
- Redundant 2 Megawatt diesel generators are regularly tested for added protection
- Indefinite run time with refueling (currently over four days of continuous operation without refueling with current load)