This document outlines access policies and procedures along with custodial responsibilities for the Information Technology Services (ITS) Data Center. The policy is intended to protect all users of shared academic and administrative resources as well as the safety of those individuals working in the data center environment.

**Applicability**
This policy applies to all faculty and staff members with access to the ITS Data Center.

**The ITS Data Center**
The ITS Data Center is the “heart” of Vanderbilt University’s computing resources. It is a controlled-access facility housing critical technology equipment. The ITS Data Center is staffed 24 hours a day and equipped with backup power and air conditioning systems necessary to safeguard application and data storage needs of the institution.

The ITS Data Center is a shared resource used by the academic and administrative community. It is under the custodial management of the Vanderbilt University Division of Administration. Daily operations of the ITS Data Center are managed and controlled by ITS staff members within a unit called the Network Operations Center (NOC) under the leadership of the Director of Application Hosting.

Access and use of this facility assumes compliance with policies and procedures designed to safeguard the equipment within the facility, the users and staff of the facility, and the shared activities served by the facility.

**Summary of Contents**
Information about these policies and procedures is organized as follows:
I. Access policies and procedures for individuals
II. Access policies and procedures for computing devices
III. Custodial responsibilities for the ITS Data Center
I. Access Policies and Procedures – Individuals

A. **ITS Staff.** ITS staff whose job descriptions directly relate to the management of the ITS Data Center or the shared resources contained therein have card-access to the facility. All ITS staff with card-access are tasked with ensuring that only authorized persons enter the ITS Data Center with them. Visitors, including Vanderbilt employees that do not have card-access, must register with the NOC before gaining entry.

B. **Faculty or Staff Members with Co-Located Equipment.** Faculty or staff members who have entered into an “Equipment Co-Location Agreement” may enter the ITS Data Center at any time of day but must register with the NOC to gain entry. A protocol set forth during the co-location agreement process is the basis for validation of the access request. A photo ID may be required for entry. A temporary badge is issued to the individual(s) and must be displayed at all times while in the ITS Data Center. Temporary badges must be returned to the NOC upon leaving.

C. **Vendors, Contractors, and Other Visitors.** Vendors, contractors, and other visitors may gain access to the ITS Data Center upon registration with the NOC and with the authorization of an approved sponsor or an escort. Approved sponsors are those individuals who either have card access to the space or areas having active “Equipment Co-Location Agreements.” Individuals interested in a tour but lacking sponsorship are welcome to contact the NOC to arrange a guided tour. A photo ID may be required for entry.

D. **Access Privileges.** Failure to comply with this policy may result in revocation of access to all ITS managed facilities and appropriate staff disciplinary action. Should an individual fail to abide by the data center policies and procedures, the Assistant Vice Chancellor of Information Technology Services is responsible for reviewing and revising that individual’s access privileges.

II. Access Policies and Procedures – Computing Devices

A. **Registration.** Computing devices capable of communicating with other devices via standard protocols (including, but not limited to TCP/IP) must be registered and approved prior to being allowed in the ITS Data Center.

B. **Vanderbilt Computing Devices.** Computing devices must be in the possession of a Vanderbilt faculty or staff member who is pre-authorized for data center entry. Only Vanderbilt-acquired computing devices are allowed in the Data Center. Personally-acquired or owned, non-Vanderbilt computing devices are not allowed in the data center.
C. Vendors and Service Contractors Computing Devices. Vendor and service contractor computer device registrations must be made with an authorized Vanderbilt faculty or staff member as a sponsor. At no time are these devices to be plugged into a data center network port (such as a network switch) or to utilize wireless communications (other than cellular telephone services) without prior approval from the Data Center Manager. It is the responsibility of the sponsoring faculty or staff member to enforce the policy.

III. Custodial Responsibilities for the ITS Data Center

Rules and guidelines for conduct within the ITS Data Center are designed to safeguard the equipment within the facility, the staff and users of the facility, and the shared activities served by the facility. All users of the facility are asked to observe these custodial responsibilities as outlined below.

A. Power. The power system in the ITS Data Center is complex and potentially dangerous. For ensuring appropriate supply of power, contact the NOC to have power set up and connected to your equipment. Breaker panels supply power to a shared environment. To reset breakers, please consult a NOC Analyst for assistance.

B. Climate. Climate conditions in the ITS Data Center are continuously monitored by the NOC staff and adjusted as needed for optimal results. Individuals who are not members of the NOC staff may not adjust the settings on any HVAC units as they affect all users of the shared data center. Notify a NOC Analyst if climate conditions are sub-optimal for your computing environment. The NOC will coordinate regularly scheduled preventative maintenance on the HVAC units. Vented tiles are arranged in a specific pattern within the ITS Data Center for optimal airflow. Please consult a NOC Analyst if tiles need to be rearranged.

C. Cabling. All cables are to be labeled at both ends designating the location and system identifier. Cables must be contained within the equipment rack and not extend into the aisle. All inter-rack cabling must be through cable trays or designated paths under the raised floor tiles.

D. Equipment Moves. All equipment transit must be coordinated by the NOC and follow procedures of the Change Management System. The assigned Service Delivery Manager can coordinate equipment transits for co-located tenants. When moving equipment into or out of the ITS Data Center requires the use of loading dock doors, contact a NOC Analyst for assistance. Under no circumstances are any doors to the data center to be propped open.

E. Crated Materials and Spare Parts. Crated and palletized materials may not remain in the data center for more than 72 hours. If shipping materials are
Information Technology Services
Policy 100: Data Center Access

required to be maintained for a period longer than 72 hours, it is the responsibility of the co-location agreement holder to arrange for suitable storage and transport of such materials. All boxed materials must be unpacked before entering the data center. Spare parts that do not fit within the allocated rack space must be removed from the data center.

F. Abandoned Materials. Several consoles have been set up for shared use within the data center. Unidentified or unmarked CDs or other material left in the Data Center by users will be placed in a lost and found bin for 30 days before disposal. Users of the Data Center are responsible for cleaning up the site of their work and for logging out or locking their systems prior to exiting the data center.

IV. Reference Information
   A. ITS Equipment Co-Location Agreement
   B. Management of Vanderbilt University Medical Center (VUMC) Data Communications Infrastructure, OP 10-40.30
   D. VUMC Security for Electronic Information and Systems, OP 10-40.05
   E. University Policy: “Computer Privileges and Responsibilities”