



## Data Center Security

The RightStar Systems data centers are managed by Rackspace.



Rackspace data centers provide the world-class infrastructure necessary to keep your servers up and running uninterrupted around the clock. Rackspace maintains 9 world-wide data centers, each of which is engineered with fully redundant connectivity, power and air conditioning to avoid any single point of failure, and staffed 24 x 7 by highly trained technical support staff. Security of your mission critical Internet operations is of paramount importance. Multiple levels of security are employed to ensure that only Data Center Operations Engineers are physically allowed near your routers, switches and servers.

Security procedures are as follows:

### **No Public Access**

Public access to Rackspace data centers is strictly forbidden. Because they manage all equipment and are the only ones allowed in the data center environment, they're able to provide a higher level of service than anyone else in the industry.

### **Video Surveillance**

Each data center facility is monitored 24 hours per day with live video surveillance. All entrances are monitored to ensure that only authorized personnel enter sensitive areas.

### **On-site Security Personnel**

On-site security personnel monitor each data center building 24 hours per day, seven days per week. The security team is responsible for making sure that only authorized personnel enter the data center buildings.



Biometric and Proximity Access Controls

### **Biometric Security**

Biometric hand scanners are used to restrict access to each data center.

### **Pass Cards**

In conjunction with the biometric hand scanners, access to each facility is restricted to those who hold a Rackspace pass card. The pass cards are also required for moving from room to room within the data center.

## **Power Systems**

Each data center receives its power from commercial utility underground conduits with a 10 minute battery backup in the event of failure. Additionally, they have multiple diesel generators with full-load capability, which are on standby to provide long-term power in the event of an emergency.

**UPS Systems:** The power systems are designed to run uninterrupted even in the unlikely event of a total power outage. All staging and production systems in your hosting environment are fed with conditioned UPS power that will run if utility power fails. The UPS power subsystem is N+1 redundant with instantaneous failover in case the primary UPS fails.

**Diesel Generator Systems:** On-site diesel generators will automatically start in the event of a power surge or power system failure. The power subsystems are designed to cut over immediately with no interruption in the event of a power failure. The power systems and generator systems are regularly tested to ensure that they will function properly in the event of a power system failure.

## **Rackspace Network**

The Rackspace network has been engineered from the ground up to accommodate the high availability demands of outsourced solutions. The network capacity is currently at 27,155 Mbps aggregate bandwidth.

## **Connectivity**

Rackspace provides a fully resilient and redundant network infrastructure on which to base your mission critical Internet based operations. Their entirely switched network employs Cisco 6500 chassis based switches running HSRP (N+1 hot failover) to ensure that data can be routed even in the event of device or link failure. Internet connectivity is provided via multiple links to Tier 1 bandwidth providers which, coupled with the Cisco powered infrastructure, enables them to maintain 100% network availability.

## **BGP4 Routing**

Rackspace runs the Border Gateway Protocol (BGP4) for best case routing. Each packet is evaluated and sent over the best route possible. Because of the redundant network architecture, packets may be sent via alternative routes even if they are being delivered to the same end user. Should one of the providers fail, packets leaving our network are automatically redirected through another route via a different provider.

## **Guaranteed Packet Delivery**

Typical peering arrangements rarely include Service Level Agreements (SLAs), meaning that no one is accountable for lost packets at congested exchange points. To ensure network integrity, Rackspace has put Service Level Agreements in place with their various bandwidth suppliers and this enables them to guarantee that all packets will leave their network at full speed.