

“The City of Heritage”



INFORMATION TECHNOLOGY

Server Room Standard

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1. Introduction

This document details an expected server room standard which Ulundi Municipality should adhere to. The chosen server room must comply with the following standard. Any room containing one or more computers used to provide services to a group of users via the network is considered a server room. This ranges from small server closets to larger data centres.

2. Location

Site should ensure both proper environmental and physical controls:

- Site location should be safe from exposure to fire, flood, explosions and other similar hazards.
- Server room should be in area where noise will not disturb occupants of offices.

3. Perimeter Security

Server room should have solid walls extending from the floor to ceiling. In areas where raised floors or a drop ceiling are in place, walls should extend below the raised floor and above the drop ceiling to prevent an individual from entering the room by climbing under the raised floor or over the wall by accessing the maintenance space. Locked racks or a cage may also be used to provide a secure perimeter layer.

4. Physical Access

Physical access to the server room must be limited to only those individuals who have legitimate responsibilities justifying such access. Use of biometric locks to permit access is recommended over traditional keys. Procedures must be in place to ensure access is removed when an individual no longer has such need and access lists of authorized individuals must be reviewed at least quarterly by data management of the department.

- When warranted by business needs, a log may be kept, recording the time of entry, time of exit, and purpose of physical access by visitors and/or authorized personnel.
- Visitors must wear an identification badge.
- Visitors should be escorted by authorized personnel at all times.

5. Structural Considerations

The structure where server room is located is very important and it should be as follows:

- The server room must be located in an area that can bear the weight of all systems, including foreseeable planned growth.
- When feasible, door frame size should be sufficient to allow for easy introduction and removal of equipment.
- The ceiling of the room should be at least 2.8 meter high..
- The arrangement of equipment should provide for adequate clearance around computing racks; **1.5 meters at the front and 1 meter at the rear is recommended.**

6. Power

The power supply to the server room forms a major component for an acceptable server room standard. Below are the considerations:

- The server room should have sufficient dedicated circuits for all equipment, plus one or more additional circuits, as needed for flexibility in the event a circuit fails.
- All systems must be properly grounded.
- Critical systems should be connected to uninterruptable power supplies (UPS) and/or generator power, depending on the business requirements for server uptime.
- Uninterruptable power supplies (UPS) and/or generator power should be tested at least annually and maintained according to manufacturer specifications.
- Based on UPS monitoring thresholds, automatic shutdown features should be configured when feasible to gracefully shutdown and protect systems prior to power loss.
- Large rooms should have a clearly-labelled emergency power-off switch.
- Procedures should be posted in the room explaining how to respond in the event of a power failure.
- Server rooms should have emergency lighting to provide for life safety in the event of a power outage.

7. Temperature Control

- The server room must have sufficient temperature control to maintain temperatures within the operational limits defined for the hardware located in the room.
- The server room should have dedicated, redundant air conditioning sufficient to maintain temperatures between 18 and 21 degrees Celsius. Fully enclosed racks with built-in cooling may also be used.

8. Fire/Flood

- The server room must have some form of fire detection and suppression, adequately maintained and routinely tested.
- Server room must be reasonably free of fire hazards such as boxes, papers, etc.
- Each server room may have an easily visible and accessible clean-agent fire extinguisher. A standard “ABC” fire extinguisher is not recommended for use around electronic equipment.

9. Other

- Cabling must be maintained in an orderly fashion to reduce the possibility of an accidental outage.
- The manager of the server room must maintain an accurate inventory of all systems in the server room.
- Server rooms should not have conspicuous signage that could attract unnecessary attention or attack.

10. Approvals

The table below provides necessary approvals of this strategy.

Approver	Signature	Date
His Worship The Mayor: Cllr W.M. Ntshangase		
Municipal Manager: Mr S.M. Khomo		