|  |  |
| --- | --- |
| **Data Center:** |  |
| **Data Center Contact:** |  |
| **Contact Phone:** |  |
| **Contact Email:** |  |

|  | **Category** | **Response** |
| --- | --- | --- |
| **1** | **Data Center - Physical** |  |
| 1a | On the Fujita Scale, what level tornado is the data center protected from? |  |
| 1b | Does the data center sit in a flood plain? |  |
| 1c | What municipality does the primary data center sit in? |  |
| 1d | How does the data center control physical access to the building and the server rooms/cabinets/racks? |  |
| 1e | Does the data center have multiple utility feeds and do those feeds have diverse routes? |  |
| 1f | Does the data center have locking cabinets where servers are housed? |  |
| 1g | Does the data center have redundant HVAC? |  |
| 1h | Does the data center have redundant UPS's? |  |
| 1i | What type of fire suppression system does the data center utilize? |  |
| 1j | Are the data center UPS's tested to confirm the full load of the data center can be supported? |  |
| 1k | Does the data center utilize backup generators? |  |
| 1l | Are the data center generators tested to confirm the full load of the data center can be supported? |  |
| 1m | How are the data center generators fueled? |  |
| 1n | If the data center generators use diesel fuel, are there multiple providers, what priority is the data center on in the event of a widespread power outage do any of the providers have gravity fed distribution systems? |  |
| 1p | If the data center generators use natural gas, are there multiple providers and diverse routes into the data center? |  |
| 1q | Does the data center have a geographically diverse backup data center in the event of a disaster? |  |
| 1r | Describe what periodic maintenance is performed on the UPS, HVAC, generators and fire suppression systems. |  |
| 1s | Does the data center have redundant fire suppression systems? |  |
| 1t | Does data center offer private cloud service? |  |
| 1u | How is the data center protected from flooding? |  |
| 1v | Does the data center have disaster recovery documentation and are disaster recovery drills performed on any interval? |  |
| 1w | Would the data center be willing to perform a third-party risk assessment (ADAMH document to determine risk presented by engaging with a third-party technology partner)? |  |
| **2** | **Data Center - Equipment** |  |
| 2a | Do the data center server utilize SSD technology for storage? |  |
| 2b | Do the servers in the data center have redundant hardware in the event of a failure (power supplies, cooling, network hardware, software and data storage)? |  |
| 2c | Does the data center over subscribe the CPU/memory of any server? |  |
| 2d | How often and what criteria is used to refresh hardware? |  |
| **3** | **Data Center - Network** |  |
| 3a | Describe the connection cable type and speed that connects physical servers to each other and the ISP |  |
| 3b | Does the data center have multiple ISP's for redundancy? |  |
| 3c | If multiple ISP's, does each have a diverse route into the data center? |  |
| 3d | How does ISP failover happen? |  |
| 3e | How does the data center manage static IP addresses? |  |
| 3f | Does the data center provide router/switch access and configuration services? |  |
| 3g | Describe what software and/or hardware is in place to detect or prevent intrusion |  |
| 3h | How does data center provision/charge for bandwidth utilization? |  |
| **4** | **Data Center - Software** |  |
| 4a | Does the data center offer Microsoft Server software as a service? |  |
| 4b | Does the data center offer VMware/Hyper-V software as a service? |  |
| 4c | Does the data center configure/maintain VMWare/Hyper-V infrastructure? |  |
| 4d | Does the data center offer a user interface for creating and maintaining virtual server instances (storage/CPU-Cores, Memory)? |  |
| **5** | **Data Center - Support** |  |
| 5a | Does the data center utilize a ticketing system for support calls? |  |
| 5b | What methods are available to reach the data center for support calls (email, phone, etc.)? |  |
| 5c | How does the data center prioritize support calls? |  |
| 5d | Does the data center provide 24 x 7 support? |  |
| 5e | Does the data center utilize a change management system? |  |
| 5f | How are users of data center services notified of pending changes and change windows? |  |
| 5g | Is there a standard meeting to review support calls (monthly/quarterly)? |  |
| 5h | Does the data center provide server software patching as a service? |  |
| 5i | Does the data center offer any type of HIPPA compliance certification or documentation |  |
| 5j | Describe education staff receives to prevent unauthorized changes to any server/software or configuration |  |
| 5k | Does the data center offer performance measurement software for network bandwidth, CPU, memory and storage utilization? |  |
| 5l | Does the data center offer onsite and offsite backup? |  |
| 5m | What are the frequency and retention of onsite and offsite backup? |  |