



PHYSICAL AND ENVIROMENTAL CONTROLS POLICY

NDLAMBE MUNICIPALITY

Version Control

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1. Introduction

Server rooms are found in almost all organisations' ICT infrastructure. These server rooms host the server environment and electronic data. Due to the sensitivity nature of these data centres, a policy is imperative to guide on the proper mechanisms to manage this room as well to protect information.

2. Definitions

Access Control: Mechanisms and policies that restrict access to resources. Server Room: facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (e.g. air conditioning, fire suppressions) and security devices. Fire Extinguishers: an active fire protection device used to extinguish or control small fires, often in emergency situations. Tailgating: Entering an area without authorisation verification by following someone who has access. UPS and electrical apparatus that provides emergency power to a load when the input power source, typical mains power, fails.

3. Purpose

The purpose of this document is to define the policies and procedures relating to access control, environmental control, and operations of Ndlambe Municipality server rooms.

4. Scope

The scope of the policy will cover, but is not limited to the following areas:

5. Security

5.1 Background

The vulnerability of business-critical information systems and the data they contain within the server room make the site a high value asset, which requires a high degree of protection. A range of security measures are therefore in place to protect employees, information and physical assets, along with the reputation of Ndlambe Municipality and interested third parties with equipment in the server room.

5.2 Entry Systems and Access control

Access shall be controlled via remote controlling access

Staff and visitors shall not adjust or otherwise tamper with door fittings. Any suspected faults with doors, lights or any security equipment should be reported to IT Manager immediately. Any person requiring access to the server room shall sign the log book upon arrival. Only authorised IT personnel shall have access to the server room via remote control access. Any other personnel including full time employees, contractors and vendors will be escorted by authorised IT personnel during office hours. Tailgating into restricted areas is prohibited. Care shall therefore be taken by all authorised staff to prevent this. During deliveries, authorised staff shall supervise such work at all times.



5.3 Contractor Access after hours

I.T Manager shall be responsible for access control and security of the server room outside normal working hours. In case where contractors require access to the server room after hours, I.T Manager shall be responsible to provide such access and protection.

6. Safety

6.1 Health and Safety Considerations

No one should attempt to lift heavy equipment without suitable help.

No in and out of racks unaided, particularly where height makes the task more dangerous.

Noise levels shall be checked at every half-year to ensure a safe working environment.

Ear defenders shall be made available and be worn if working in the server room for periods longer than 30 minutes.

Anyone working in the server room for prolonged periods should let staff know of their presence. Users are advised to take regular breaks from working to avoid adverse effects from temperature and noise levels in particular.

6.2 Fire Detection and Fire Extinguishers

Fire and smoke detection system shall be fitted and linked to audible and visual alarms.

If an alarm is activated the server room shall be immediately evacuated to avoid gas inhalation and the incident shall be reported to the I.T Manager.

6.3 Electrical Safety

Only qualified electrical technicians shall have access to electrical systems, IT staff and other personnel should contact the relevant electrical personnel when encountering electricity problems.

Request shall be authorised by the I.T Manager.

7. Server Room Use

7.1 Hours of Operation

The server room will be operated during office hours to authorised personnel between 7:00am to 16:30pm. Access after hours for maintenance purposes will be authorised and delegated by the I.T Manager.

7.2 Equipment Delivery

Delivery of equipment shall be supervised by I.T Manager or authorised personnel upon approval by the I.T Manager.

7.3 Control of Equipment and Spares

No unused equipment and spares shall be left at the server room. Alternate storage facility shall be available for such purpose.

7.4 Prohibited Items

The following items are prohibited from the server room:

- Combustible materials such as paper and cardboard (except reference manuals as needed);
- Food and drinks;
- Tobacco products;



- Explosives and weapons;
- Hazardous material;
- Alcohol, illegal drugs and other intoxications;
- Electro-magnetic devices that could cause interface with computer and telecom equipment;
- Radioactive materials; and
- Photographic or recording equipment (other than backup media)

7.5 Cables and Wiring

Cables, wires and equipment shall be structured and labelled.

7.6 Environment

7.6.1 Air Conditioning

Air conditioning shall be provided in the server room and set to 20 degrees. It shall deliver enough cooling per rack. Service shall be done at least once a year by a reputable maintenance service provider for equipment. Certificate for maintenance performed shall be submitted to the I.T Manager.

7.6.2 CO2 Fire extinguisher

5Kg CO2 fire extinguisher shall be implemented to prevent damage to server room electrical facilities. Service shall be done at least annually by a reputable maintenance service provider for CO2 gas. Certificate for maintenance performed shall be submitted to the I.T Manager.

7.6.3 Power and lightening Provisioning

Multiple single-phase power sockets shall be available in each rack and shall be fed directly from the main switch. Adequate power light shall be available to ensure that all equipment in the server room is clearly visible. Lights shall be switched off when no access to the server room is required.

7.6.4 UPS Provisioning

All major equipment at the server room shall be powered on by a UPS system, should the AC power goes down. The UPS system should sustain power to those devices for at least 5 minutes to allow graceful shutdown. Service shall be done at least annually by a reputable maintenance service provider for equipment. Certificate for maintenance performed shall be submitted to the I.T Manager.

7.6.5 Environment Monitoring

A monitor shall be put in place to report on issues affecting the server room environment. Monitoring system shall report to designated I.T Manager.

Monitoring shall include:

- Temperature and Humidity alarms;
- Fire and Smoke Detectors;
- UPS malfunctioning or discharge during normal AC power operation; and
- Daily monitoring

7.6.6 Dust Prevention

The server room shall be well ventilated to prevent dust from affecting equipment. Equipment to be installed in the server room shall be dust freed outside before introduced in the server room.



7.6.7 Waste Disposal and Cleaning

Cardboard and other items that can generate dust and that are easily combustible should remain outside the server room. Waste bin shall be available outside the server room entrance for easy disposal of other items of waste.

7.6.8 Change and Configuration Management

The I.T Manager is responsible for all changes that shall take place at the server room.

All changes to be made shall be requested to and authorised by the I.T Manager. The Manager will monitor and review the server room access log book on a regular basis.

8. Consequences of Non-Compliance

Non-compliance of this policy may lead to disciplinary actions, legal liability as well as dismissal.

9. Policy Review

This policy shall be reviewed annually.

10. Implementation

This policy comes into effect from the date of approval by Ndlambe Council.