



وزارة الكهرباء والماء

## Ministry of Electricity & Water

### MEW Data Centre Physical Access Guidelines

MEW is responsible for ensuring that all resources under its control remain physically secure. The MEW has put these guidelines to provide a preliminary framework for all Contractors to follow for physical security and access to MEW facilities and to instruct Contractors on the procedures and policies that MEW and Contractor's staff and technicians should follow.

The "Data Centre" is a restricted area requiring a much greater level of control than normal non-public spaces. Only those individuals who are expressly required and authorized to do so by MEW may enter these areas. Each access to the Data Centre and Services Room should be made in compliance with the following guidelines in order to increase the longevity of systems. While other specific guidelines and detailed Data Centre Access Policies may be required for complete set of requirements, these general guidelines should retrofit existing installations.

#### **Data Centre "Habits and Hygiene."**

Access into MEW's Data Centre requires adherence to the following protocols and restrictions. In order to maintain a clean room environment and allow all work performed within the Data Centre to be carried out as efficiently as possible, it is mandatory for all persons working within the Data Centre and Services room to adhere to the following rules of etiquette:

1. Vendors, contractors or those wishing to access the Data Centre for a specific task should be accompanied by an authorized MEW staff at all times
2. All works in the Data Centre should be planned. The requests for planned work must be made to MEW IT department staff as far as in advance of the planned work as possible
3. Immediate visits are permitted for emergency work only. The emergency visit must be accompanied by notification to MEW IT department staff by an authorized contractor / customer representative with details of the urgent issue and corresponding need for access
4. All work areas must be kept clean and free of debris. Upon completion of any work in the rooms, staff performing the work should ensure they have left the area as clean as it was before their work began
5. All packing material must be removed from computer equipment/components in the specified staging areas before being moved into the Data Centre. This includes cardboard, paper wrap, nuts, plastic, wood and other such material

- 6.** All work-related materials must be cleaned up before leaving
- 7.** All work-related trash or garbage must be disposed of properly outside the Data Centre and Services room
- 8.** No cleaning supply is allowed within the Data Centre without prior approval. This includes Water. Only HEPA filter vacuums may be used inside the Data Centre
- 9.** Perforated tiles placed in front or behind the racks should not be covered to prevent or obstruct the cool air circulation in the racks. The area around the perforated tiles should be kept clear and fully clean in all cases
- 10.** Only MEW Data Centre staff shall access the sub-floor or remove floor tile
- 11.** No floor tiles will be removed without the permission of the IT department staff. If floor tiles must be removed during prime time, the open space must be cordoned off. Due to the effect on sub-floor pressure the number of tiles pulled must be kept to a minimum. All vented floor tiles must be returned to the position from which it was removed. All tile alterations must be approved and coordinated by the MEW IT department staff
- 12.** The doors to the Data Centre must remain closed at all times
- 13.** All rack enclosures and the Data Centre space should be kept neat and free of manuals, diskettes, cables, stationary, empty boxes / plastic bags etc. Doors on all racks should remain closed at all times except during performed work
- 14.** Power and data cables should never be strung outside of rack enclosures. Temporary Cabling between rack enclosures of adjacent racks is accepted provided sufficient pass-through chassis are in place and MEW approval is granted. Such cables should be removed once the staff is leaving the Data Centre rooms
- 15.** No device to device cabling changes shall be made within the Data Centre without prior MEW approval
- 16.** Under no circumstances should any contractor / customer:
  - a) lift floor tiles without prior knowledge, consent, and oversight of the MEW staff,
  - b) touch any device in the racks that does not relate to their specific tasks,
  - c) touch a Power Distribution Unit (PDU) within the Data Centre room,
  - d) touch a Computer Room Air Conditioning Unit (CRAC), UPS, and FM-200 within the Data Centre Services room,
  - e) open a Data Centre cabinets without prior permission,
  - f) plug any device into another cabinet's power supply.
- 17.** No smoking or chewing tobacco is allowed
- 18.** No hazardous or combustible materials may be brought into the Data Centre, including lighters, hand-warmers, mace, gas, aerosol cans, or compressed air

- 19.** No hardware, software, furniture, shelving or other materials will be removed or added to the Data Centre without prior approval from the MEW IT department staff
- 20.** No eating or drinking is allowed in the Data Centre. Food, drink or other fluids must not be introduced to the secured areas. These items promote deterioration of computing hardware through moisture. Under no circumstances should food or beverage of any kind be brought into the rooms
- 21.** No drugs or alcohol are permitted in the Data Centre
- 22.** No weapons or firearms are allowed in the Data Centre
- 23.** No external fire suppression devices are allowed
- 24.** No illegal activity of any kind is permitted
- 25.** No camera or photographic equipment will be allowed within the Data Centre
- 26.** A resource in use (computer, monitor, keyboard, network cables, power cable, cabinet, floorboard, chairs, equipment boxes etc.) should be moved only by the person directly responsible for that resource. The contractor shall only access racks that contain equipment for which they are personally responsible for
- 27.** No cutting of any material (pipes, floor tiles etc...) shall be performed inside the Data Centre
- 28.** Any unattended or decommissioned equipment must be removed from the Data Centre in a timely manner. Empty boxes and packaging etc. should be removed from the Data Centre within 48 hours of being brought in the Data Centre
- 29.** Air condition and air quality are essential to the reliable operation of computer equipment and must be maintained within acknowledged Data Centre standards
- 30.** Communicate all problems to the MEW staff accompanying you in the Data Centre.

It is extremely important that all MEW staff, vendors, contractors, and sub-contractors follow these policies and practices. Failure of MEW staff to do so is considered grounds for serious personnel action. Failure of a vendor, consultant, contractor or sub-contractor to follow the guidelines set forth in this document is grounds for immediate revocation of access to the Data Centre rooms, termination of agreements, serious penalties and potential legal action. Any exceptions to any of the above policies must have the written approval from MEW IT department Manager.