



IDT

putting paper in its *place*



Frequently Asked Questions and Answers (FAQs)

Q: How reliable, accessible and secure is my data – such as our financial and customer records, in a hosted, SaaS or Cloud Computing environment?

A: If you choose the correct hosting partner and it most likely will be more secure than it would be in your very own facility. And here's why:

- Does your facility include waterless fire suppression data center room? Or, are your servers located underneath a sprinkler head?
- Are your backup tapes stored in the same facility as your servers or maybe even in the same room as your servers are located?
- Do you rotate your backup tapes to an offsite facility?
- Have you ever tested your tape backup / restoration process to see if it even works? Better yet, why are you still using tapes for backups?
- Who has physical access to the servers and who maintains the policies regarding physical access to and from the computer room and the servers?
- Do you have a video surveillance monitoring system?
- Do you have a keycard or FOB access control system limiting and logging access to and from the computer room?
- Does the same IT team that manages your server farm, user accounts, email and financial software application access also manage your firewall security policies?
- Are you facing regulatory or industry compliance (PCI-DSS, SAS 70, HIPAA, etc.) challenges that are daunting, expensive and seemingly impossible to address given budget, personnel and the facilities you have to work with?
- In the unlikely event of a natural disaster, is your facility and its IT infrastructure designed to withstand such an event?
- Do you have a business need for 99.999% uptime and have come to the conclusion your current facility; IT operations, existing staff and budget won't make the grade?



You should be beginning to get the point. There is good news as there are affordable, rapid time-to-market solutions to these seemingly insurmountable challenges: Relocating or Outsourcing your IT Infrastructure to a Secure Datacenter.

To begin with, it would be helpful to have a baseline of understanding of the industry standard ratings used to classify or rank datacenter security. The Uptime Institute's Tier Performance Standards comprises of rating system that has been in use since 1995 has become the standard for uninterruptable uptime industry. The rating systems sets a series of standards that compares datacenter design topologies, documents Best Practices and Operating Knowledge for improving uptime effectiveness in datacenters for use by its members and the broader IT industry.

According to the Uptime Institute, there are four (4) Tiers in which data centers can be grouped or classified:

- **Tier I** – Basic Site Infrastructure;
- **Tier II** – Redundant Capacity Components Site Infrastructure;
- **Tier III** – Concurrently Maintainable Site Infrastructure;
- **Tier IV** – Fault Tolerant Site Infrastructure

As you move through the four stages of Tier Ratings, the higher datacenter overall uptime and availability. The Uptime Institute rates datacenter uptime availability in terms of percentages and they break down as follows: Tier I – 99.67%, Tier II – 99.75%, Tier III – 99.98% and Tier IV – 99.99%. These Tier classifications exist largely because of the degree of the datacenter providers investment in the built in redundancies of crucial infrastructure characteristics such as: alternative power and internet data connectivity sources, security, ability to maintain up to 24 x 365 services, backup generators, well planned refrigeration, concurrent maintainability, or even contractually agree to protect your organization from financial damages due to the lack of your systems availability.

Which of the four Tiers are best suited for your business? That depends on the service levels that are being requested of or by your business. If you are simply hosting a informational or marketing website, you can get justify a Tier 1 rated datacenter. If you are handling financial data – such as an international, multi-time zone, e-commerce site and need to contractually adhere to stringent 24 x 365 day accessibility with a 99.99% uptime commitments, then you will need a Tier IV rated datacenter.

IDT hosts financial applications such as Microsoft Dynamics GP, Document Imaging, Content Management and other mission critical business applications which have high –availability requirements for its global customer base thus, IDT chose a Tier IV rated datacenter. IDT's datacenter is deemed a "Fault Tolerant Infrastructure" facility...meaning, no single point of failure exists in the datacenter's architecture. More on the Uptime Institute's Tier Performance Standards can be found by visiting www.uptimeinstitute.org or by [reading their whitepaper](#).

Have a question that we have not addressed here? Send it to us at: asktheexpert@idt-inc.com and we will respond to you!

Warm Regards,

The IDT Marketing Team

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