Information Security Management System
ISO/IEC 27001:2013

SERVER COLOCATION AT PTM DATA CENTRE POLICY

POLISI PENEMPATAN PELAYAN DI PUSAT DATA PTM

For PTM Use Only	Version 1.0	Date: 6th Oct 2015
Written By: Asiah Abu Samah Pengerusi Jawatankuasa ISMS	Verified By: Haslina Abd Hamid Wakil Pengurusan Keselamatan Maklumat (ISMR)	Approved By: ICT Council

| | SERVER COLOCATION AT PTM DATA CENTRE POLICY

POLISI PENEMPATAN PELAYAN DI PUSAT DATA PTM | TERHAD |
|---|---|---|
| Doc No :
UM-ISMS-POL-DC-004 | Version 1.0 | Effective Date :
15th Oct 2015 |

Revision History

No	Date of Change	Description	Page	Version	Approved By

1. Purpose

The purpose of this document is to provide a clear understanding on server colocation service at PTM Data Centre.

2. Scope

The scope of this document is applicable to all party involved in server colocation service at PTM Data Centre; Responsibility Centre (RC) and PTM included.

3. Policy

3.1 RC Responsibility

3.1.1. RC is responsible for server delivery to/from PTM**.**

3.1.2. RC is responsible for server setup**.**

3.1.3. RC is responsible for the server content.

3.1.4. RC must ensure server is used for official purposes.

3.1.5. RC must practice secure coding for application residing in the server.

3.1.6. RC is responsible for the server password confidentiality.

3.1.7. RC is responsible for the security of the server such as hardening which includes but not limited to patching and threat monitoring that must be carried out on regular basis.

3.1.8. RC must resolve the server vulnerability issues.

3.1.9. RC is responsible for the regular server resources (CPU, RAM, disk space) monitoring to ensure the server performance meet the requirement stated.

3.1.10. RC is responsible for the server data and code backup.

3.1.11. RC is responsible for the server restoration in the event of data/code corrupt.

3.1.12. RC must ensure server availability, in terms of system performance.

3.1.13. RC is required to notify PTM prior to physical access to server.

3.1.14. RC's server issues pertaining to hardware, software, maintenance support, warranty support/extension is the sole responsibility of RC.

3.1.15. PTM must be formally notified in writing prior to server service termination. RC must arrange for the server to be transported out of PTM Data Centre.

3.2 PTM Responsibility

3.2.1 PTM must provide space and utility (electricity, UPS and air cooling) and secure environment for RC to park their server.

3.2.2 PTM must provide network connectivity to connect RC's server to Internet.

3.2.3 PTM must perform firewall configuration to enable access to RC's server. RC is required to fill up *Borang Permohonan Capaian Port* (UM-ISMS-FRM-NW-FIP01).

3.2.4 PTM shall inform RC in the event of any server security threat/vulnerability. RC is required to carry out remedial actions to eliminate the threat/vulnerability.

3.2.5 If required for maintenance, PTM will allow physical access to the PTM Data Centre based on prior arrangements which is considered safe/secure and practical to PTM. Prior notice must be given by RC before such arrangements can be made.

3.2.6 PTM will monitor availability of services of RC's server and will notify RC in the event of service unavailability. RC is responsible to take remedial action to ensure availability is maintained.