

# Web Hosting Specifications

## Physical security

### **Hosting Location**

Servers are hosted in Harrisburg, PA by a third party vendor, InfoQuest Technologies, Inc. InfoQuest has been in business since 1995 serving clients located in over 40 countries throughout many different industries. Their client list includes, but is not limited to Hospital Association of PA, U.S. Bank, Fujitsu PC Asia Pacific, BabyUniverse.com, Rubloff Residential Properties of Chicago and Pressman Toys.

- Limited access security control points (alarms, motion detection, biometric readers for access)
- Restricted to employees only
- Climate and humidity controlled
- Suspended overhead rails for power and data lines
- Separate power feeds for data center and general facility
- FM-200 Fire Suppression System
- Fully insured

## Server Specifications

### **Production Web Server**

- Dell PowerEdge 2650 server
- 2 - Intel Pentium Xeon 2.4GHZ w/512K cache processors
- 2GB RAM
- 5 – 18GB 15K RPM Ultra3 SCSI hard drives (expandable to a total of 3 hard drives) running RAID 5
- Redundant AC power (2 x 500 watt power supplies)
- Windows 2000 operating system, IIS 5
- Verisign 128-bit SSL certificate
- Protected by secure Cisco Pix Firewall

### **Production Database Server**

- Dell PowerEdge 2650 server
- 2 - Intel Pentium Xeon 2.4GHZ w/512K cache processors
- 2GB RAM
- 5 – 18GB 15K RPM Ultra3 SCSI hard drives running RAID 5
- Redundant AC power (2 x 500 watt power supplies)
- Windows 2000 operating system
- MS-SQL Server 2000
- Protected by secure Cisco Pix Firewall

### **Development Server**

- Dell PowerEdge 2650 server
- 2 - Intel Pentium Xeon 2.4GHZ w/512K cache processors
- 1GB RAM
- 3 – 18GB 15K RPM Ultra3 SCSI hard drives (expandable to a total of 5 hard drives) running RAID 5
- Redundant AC power (2 x 500 watt power supplies)
- Windows 2000 operating system; IIS 5
- MS-SQL Server 2000
- Protected by secure Cisco Pix Firewall

**Note** – Server hardware and software is scalable and will be upgraded as additional needs are identified.

### **Network Specifications**

- Cisco 7200 Series Routers w/ BGP4 Routing
- Cisco Pix Firewalls
- Cisco 3500 Series 100MB Switches
- Redundant DS3 Backbone Connections  
Provided by Verizon, AT&T, XO Communications
- Dynamically Updated DNS Servers
- HP Smart Internet Usage (SIU) IP usage mediation platform

InfoQuest, the hosting provider for Dataquest, has a communication network built on a series of CISCO routers and switches. CISCO 7200 series routers and 3500 series switches connect the IOC server farm to the Internet through high speed DS3 circuits. Utilizing advanced BGP4 routing technology, the routers provide load balancing and redundancy. Should any individual DS3 fail, routers automatically shift the effected workload to available DS3 circuits; resulting in the continuous operation of your website or application.

## **Power Supply**

### **Main Power Supply**

There are separate main power feeds: one for the data center and a second for the general facility.

### **Dedicated UPS (Uninterrupted Power Supply)**

The data center, network, security system, and technical support phone system are protected from power surge or utility power loss by an Uninterruptible Power System (UPS) consisting of Liebert 300 Series conditioning and battery cabinets and Caterpillar's Olympian diesel generators.

During normal operation, the Liebert UPS cleans and monitors input utility power. Should power spike or drop, the Liebert's batteries will provide immediate compensation for the change. Even though Liebert system batteries will power the data center for two hours, any utility power fluctuation lasting more than 20 seconds causes an automatic transfer switch to start the Olympian diesel generator, bring it up to tolerance and transfer the IOC from utility to generator power.

### **Generator**

Caterpillar Olympian Diesel Generator w/ 24 hour fuel tank and running re-fuel capability. The Olympian generator will run for 24 hours on a single tank of fuel and may be refueled at any time while running. While on generator power, the Liebert and its battery cabinets continue to clean and monitor generator power. When utility power is restored, the automatic transfer switch returns the IOC to utility power and shuts down the generator.

## **Data Backup**

Backups are performed by InfoQuest on a 4 week cycle. Weeks 2 and 3 are offsite at Arcus Data Security. Weeks 1 and 4 are on site on a raid array and tape. Rotation occurs each Thursday. Backups are performed for both Web servers and database servers. Differential backups are performed on a daily basis (overwriting the previous day's differential tapes daily). Full backups are performed once a week on a Saturday (the week 1, 2, 3, and 4 mentioned above). All of the Production web and database servers are running RAID 5 to ensure that there will be no loss of data should a hardware failure occur.

## **Technical Support**

- InfoQuest technicians are onsite 24 hours a day, 365 days a year.
- Servers, routers, switches, data center security, and facility power are electronically monitored 24 hours a day, 365 days a year. Should any component report an out of tolerance condition technicians are immediately notified.
- InfoQuest technical support is available to Dataquest by both phone and email 24 hours a day, 365 days a year.
- InfoQuest facilities are located approximately 3 miles from the main Dataquest office should onsite interaction be necessary.
- Dataquest management is notified in advance of scheduled routine maintenance as well as any emergency situations that may arise.