



CenturyLink Field Operations (FOPS) Data Center Access SVVS2-SEC-DMS-GEN-0091 Version 1.1

Purpose:	Process for Field Operations Team Access to data centers and sensitive areas
Scope:	All U.S. Savvis data centers
Groups Affected:	Savvis data center security operations, data center DCS teams, CTL Field Operations, data center management and Security Management
Decision Makers:	Corporate Security Management.
Restrictions:	This document is restricted to internal use only and may not be released without the express consent of the Director Critical Infrastructure & Law Enforcement Liaison

PURPOSE:

This document is intended to define the process for how CenturyLink Field Operations (FOPS) Technicians request and receive access authorizations to Domestic U.S. Savvis Data Centers.

PROCESS:

1. CenturyLink Field Operations (FOPS) technicians are provided data center unescorted access as Company employees using their company issued employee photo access badge to perform work on circuit orders and backbone network equipment (layer 1 equipment).
2. FOPS technicians can request access to a CenturyLink data center(s) using the CenturyLink Facility Access Control system available through CenturyLink Workplace Self Service ([WSS](#)) under Access Request > Badge Request. The badge request should be made using the FOPS Technician CenturyLink-issued badge number. All requests must be approved by FOPS Technician Manager, or Sponsor, and the Data Center Site Authorizer before the Central Access Control Center (CACC) will activate access on the employee badge.
3. Access requests for a CenturyLink data center on the CenturyLink Access Control System (ACS) will be provisioned by the CACC to the FOPS Technician CenturyLink-issued employee badge.
4. When the access request is for a CenturyLink Data Center on the CenturyLink Lenel Access Control System (ACS) and the FOPS technician does not have a CenturyLink-issued badge, the Corporate Security Operations Center (CSOC) will create a badge holder profile in the CenturyLink ACS matching the FOPS technician's information using the FOPS Technician CenturyLink-issued employee badge number.
5. The CSOC will assign CenturyLink Data Center access for each approved data center in the CenturyLink ACS using a CTL FOPS access level to the FOPS Technician's CenturyLink-issued employee badge. The CTL FOPS access level will provide general employee access and access to Node Room, Meet Me Room or raised cage environment containing CenturyLink network equipment.
6. FOPS technician is to be tested/certified on data center work rules (contractor certification do's and don'ts of the data center environment) by local DCS staff prior to being allowed to work in a data center. Once tested, certification will apply to all data centers the FOPS technician has been authorized to access. As CenturyLink employees, annual re-certification is not required.
7. FOPS Technician should be given a tour (meet & greet) to see layout of site, to include Node equipment they are responsible for by the local DCSM and/or DCS Lead in each data center where they are authorized to work.
8. FOPS Technician is required to notify local DCS staff of arrival, either by phone when in route or upon arrival. The local DCS staff notification must occur before the start of any work to ensure local staff is aware of activity inside sensitive areas and for life/safety concerns.
9. FOPS Team will be responsible for all events and/or activity when inside data center sensitive areas (Node, Meet Me Room, etc).

Revision History

Supersedes: Version 1.0

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Revisions Made: Replaced references to Savvis with CenturyLink

Document Approvals

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