



Internet Data Centre

A-Block, CGO Complex,
Lodhi Road, New Delhi

Co-location Policy

Document Control

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Change History

Date	Version	Nature of Change	Author
31-May-10	2.0	Annual Review – References to policies, procedures and forms added.	Anil Rathore
01-Apr-09	1.1	Links to related policy and procedure	Anil Rathore

Referred Policies, Procedures & Forms		
Policies	Procedures	Forms, Templates, Presentation
Co-location Policy	User Access Management Procedure	--
Shared Web Hosting Services Policy		--
Acceptable Usage Policy		--

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13. Co-location Policy

13.1. Introduction

NIC Collocation Service offers a highly secure, environmentally conditioned and disaster resistant hosting space for the most optimum performance of customers' servers/ equipment.

NIC Collocation Service is a service relationship between NIC and the customer, in which customer's servers / equipment is housed in the facility of NIC for a contracted fee.

The service does not include procurement, provisioning & maintenance of customer servers, equipment, data, or content, but instead manages that equipment to the rack it collocates on.

13.2. Scope

This policy applies to all customers who wish to avail the co-location services provided by NIC-IDC.

13.3. Policy

As a part of this policy demarcation of responsibilities between NIC-IDC and customer would be clearly defined.

- Co-located equipments would not be governed by NIC-IDC information security policies, hence, they may be insecure and pose a threat if placed along with NIC-IDC equipments, which, are governed by their Information Security requirements/ policies.
- All co-located equipment is considered to be out-of scope and is in a separate zone treated as "un-trusted zone". This separation shall be done via VLAN and Firewalls. Inbound traffic from this zone to our networks shall not be permitted. Out bound traffic from our network to this zone shall be permitted for the purpose of management alone.
- However, they will still be subject to all the physical access related policies, procedures etc. at NIC-IDC.
- Any End User Equipment used within NIC-IDC network for managing these shall be subject to NIC-IDC Information Security policies & procedures.

13.3.1 NIC IDC Responsibilities

NIC-IDC would be responsible for -

- Availability of Secure Rack.
- Availability of Multiple Secure Racks.
- Availability of Rack Unit.
- Availability of UPS and Air conditioning
- Availability of network and remote administration
- 24x7 help desk and monitoring support
- Availability of Close Circuit Camera.
- Availability of Access Card – Reader for physical security of the premises.
- Availability of Biometric reader for physical security of the premises.

NIC-IDC would not be responsible for -

- For the vendor SLA management between customer and the vendor, however, NIC may support the necessary communication to be established between customer and the vendor. The vendor details for the same should be provided by the customer to NIC.
- Any content that is a part of the co-located service/ application

13.3.2 Co-location service customers

Customers would be responsible for -

- In Collocation service the customer assumes all responsibilities, directly or indirectly associated with the customer's server.
- Co-location users have to seek prior permission for application generating high traffic or mails
- Co-location system administrator will have to ensure application audit periodically as per the [server](#) and [application](#) audit policies available at <http://security.nic.in>
- Co-location users would have to abide by the ISMS policies of NIC-IDC.

- While the equipment is located in the collocation facility the customer is responsible for insuring, maintaining their equipment and providing cover against any risk of failure of the equipment.
- Customers would be required to sign an undertaking indicating their consent/ understanding of the co-location policy requirements and their responsibilities in the same.

For more details and related procedure visit the website <http://idc.nic.in>