

Work Visit Policies & Procedures

Onsite Work Visits

Work visit tickets should be scheduled 24 hours in advance for individuals who need access to the data center and who are:

- In need of special assistance and your access permission does not permit it without a notation on your work visit ticket.
- Data Center Tour – If you would like to have a tour of a facility, please prearrange it with your Account Manager or IM. You may also open a ticket for a tour request through the Customer Portal.

Your Company Contacts and Roles

Your company's Data Center Admin is responsible for setting up company contacts in the Customer Portal under the User Management section. The Admin will need the contact's email address and phone numbers to designate one of the roles below. They will need to assign a temporary Security Type and Security ID for each contact. Once the new contact has access to the Customer Portal, the new contact should go in and change their Security Type and ID to one of their own preferences.

- Data Center Admin – Access to the secure webbased Customer Portal to schedule all services (shipments, work visits) and order billable services such as Smart Hands and Cross Connects; and add/delete/modify users on the access list.
- Data Center Access Only – Requires someone with a higher level of authority to schedule work visits for them if a work visit ticket is required.

In addition, the Data Center Admin may grant each Customer Contact one or more of the following permissions:

- Physical Access: Self or Enrolled Guest – in addition to their assigned ordering role with customer service, this person has physical access to the Data center without a ticket.
- Physical Access: Unenrolled Guest – the Data Center Admin must open a ticket to bring an Unenrolled Guest into the data center. List all Unenrolled Guests by name on a Work Visit request form found on the Customer Portal. For security purposes, Unenrolled Guests not identified on the visit request will not be allowed into the data center. Unenrolled Guest must have a Datang Gaohong approved ID and follow all local access login procedures.
- Remove Equipment – Hardware may be removed from the data center by this person without a ticket.
- Escalation and Maintenance Level 1 – In the event that Datang Gaohong needs to notify customers of emergency or routine situations, notifications will be sent to this person.
- Shipping Contact – In the event that Datang Gaohong needs to contact a customer regarding a shipment, notification will be sent to this person.