Data Centre Quality and Security
Enterprise Security Management

Voice
VPN
Internet
Infrastructure
Bandwidth
Media
Hosting
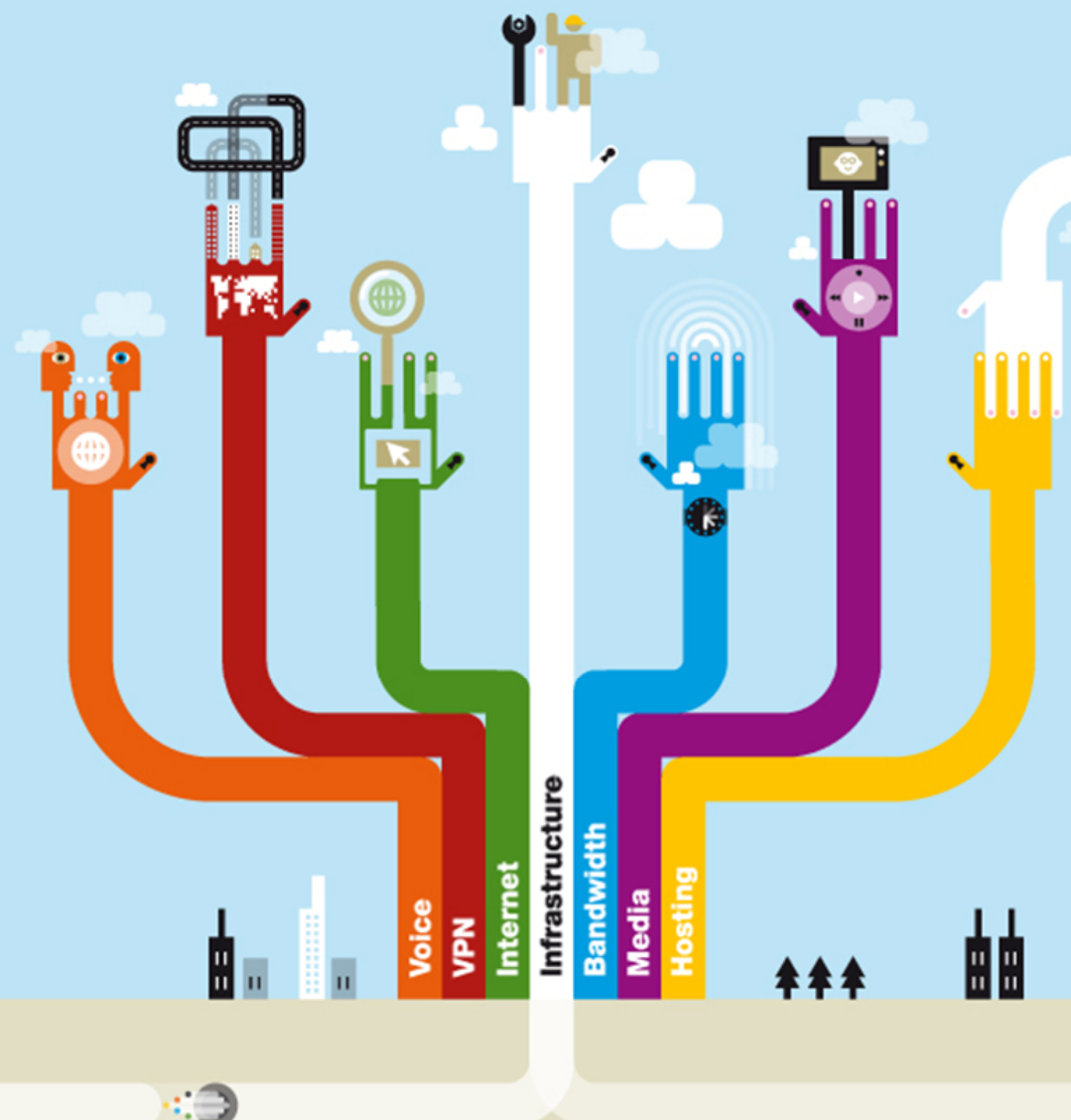
METANET and Interoute
Zurich Data Centre
Corporate Security & Risk Group
Version 1.0 ; 4 April

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Corporate Security & Risk Group (CSRG)

Interoute's Corporate Security & Risk Group (CSRG) maintains a quality and **Enterprise Security Management System** applied across Data Centres, providing Zurich Data Centre Operations with the following:

- Quality and security controls based on ITIL and ISO 27001

- Operations Risk Management

- Security Incident Management

- Physical and Information Security Controls and Compliance

- Zurich Data Centre ISO 27001 and PCI DSS certification

- Process Quality (ITIL / ISO 20000) performance management

- Continuity Management

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# Interoute Enterprise Security Management

Interoute strategically applied **ITIL** and **ISO 27001** **Enterprise Security Management System** protects the quality and security of our customers critical solutions and data.

Key **ITIL** and **ISO 27001** controls for Zurich Data Centre Operations:

- 24 x 7 x Onsite Security Guards
- 24 x 7 x CCTV, Intrusion Detection and Monitoring (Zurich and Prague)
- 24 x 7 x Building Management System (BMS)
- 1st, 2nd and 3rd Line Technical Support
- N+1 facility infrastructure critical facility design
- ITIL based Service Management with centralized CCC Service Desk
- Event, Incident, Problem, Change, Configuration, Continuity Management and Request Fulfillment processes
- Quarterly Security Compliance and Systems Governance
- Internal audit and risk assessments
- 3rd audits (LRQA, and QSA for ISO 27001 and PCI DSS (9 & 12)

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Zurich ISO 27001 Security Certification

All Interoute's and METANET Data Centre Operations adhere to ITIL and ISO 27001 industry best practices – maintaining a Quality and Security Management System to assure operations performance and security.
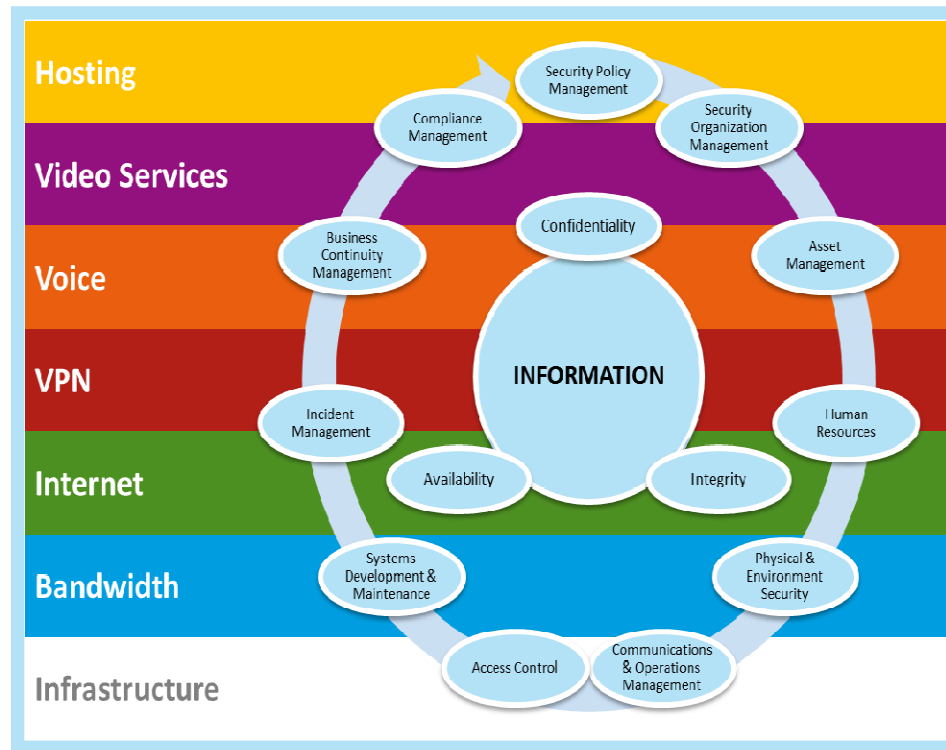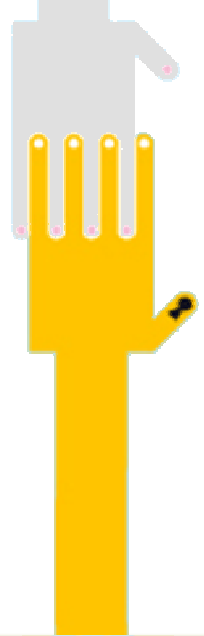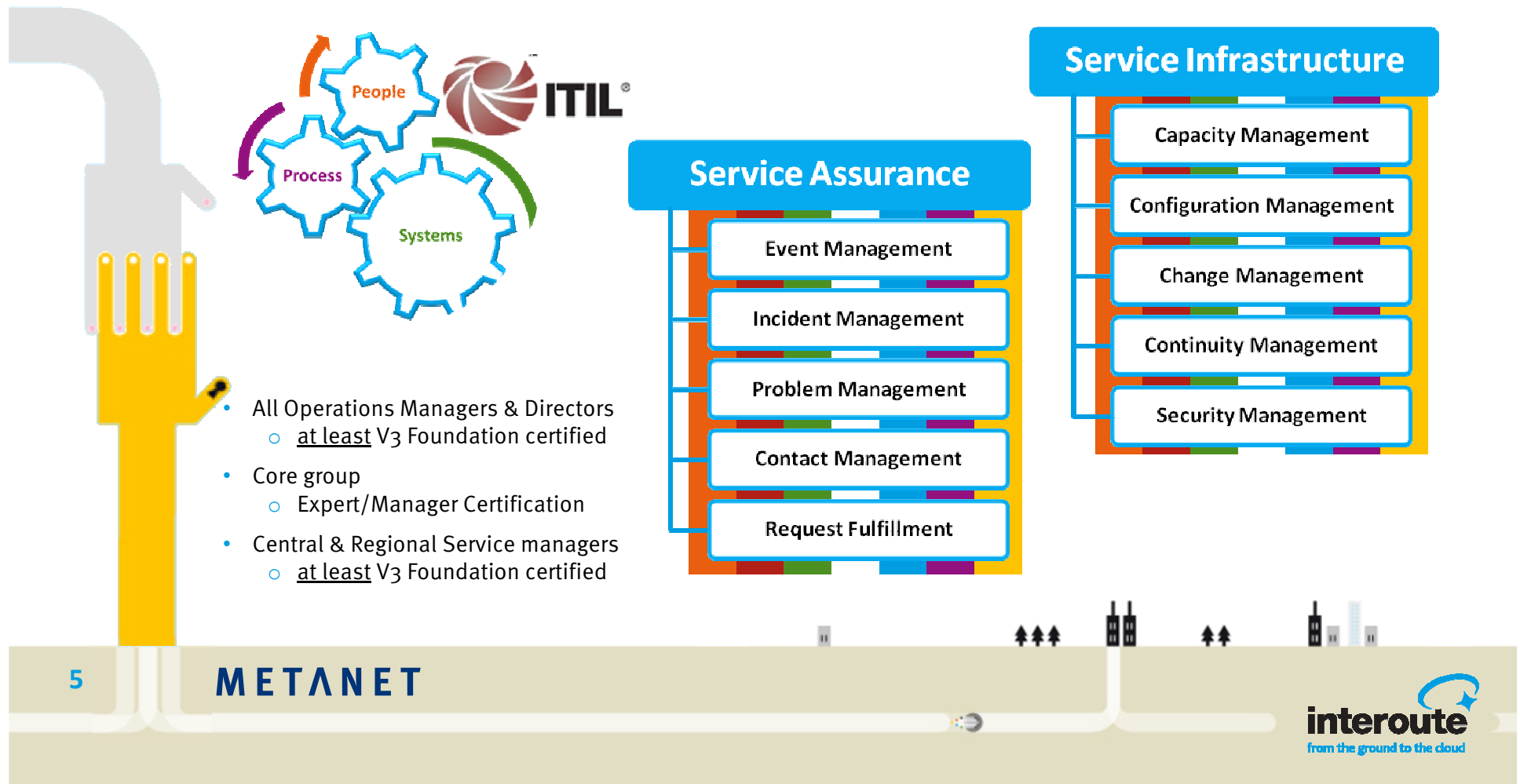
Interoute's ISO 27001 certificate applies all control areas of ISO 27001 across the scope of the certification across our service and technology platforms.

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ITIL (Information Technology Infrastructure Library)

Interoute applies ITIL Service Management best practices to assure operations quality

ITIL processes govern operations across the organisation ensuring we provide service to our customers.

People

Process

Systems

ITIL®

All Operations Managers & Directors
- at least V3 Foundation certified

Core group
- Expert/Manager Certification

Central & Regional Service managers
- at least V3 Foundation certified

Service Assurance

- Event Management
- Incident Management
- Problem Management
- Contact Management
- Request Fulfillment

Service Infrastructure

- Capacity Management
- Configuration Management
- Change Management
- Continuity Management
- Security Management

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PCI DSS Security Controls

Interoute maintains **PCI DSS** certification for controls 9 (Physical Security) and 12 (Security Policy): Amsterdam, Berlin, Geneva, London, Paris and Zurich Data Centres (July 2013*)

Interoute strategic combination of ISO 27001 and PCI DSS provides the quality and security for customers to construct an e-commerce solution which meets their business needs.

Our managed hosting and security services provide the building blocks to fulfill the remaining PCI DSS controls through managed security services:

DDOS protection
Server Hardening
Firewalls
IPS
Patch Management

Interoute provides consultative sales engineering with our customers to understand their e-commerce and PCI DSS requirements, and provides professional services.

Amsterdam

Geneva

Berlin

London

Paris

Zurich

PCI DSS COMPLIANT

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Security and Compliance Support

A customer ICT environment is complex and Interoute understands the importance of our customers Security and GRC demands.

Our international CSRO group is staffed by experience industry professionals, holding **CISSP**, **CISA**, and **ITIL** accreditations, with a wealth of ICT industry security and risk experience across Europe and the United States.

35+ years international ICT experience,
20+ years ITIL / Service management,

This enables **Interoute** to maintain our **ISO 27001**, **PCI DSS,** & **ISAE 3402 / SSAE 16** certificates and assurance controls, and continual improve the quality and security of our operations.

The CSRG team ensures the maintenance and continued improvement of Interoute and our customer data security controls. This includes coordination of regular annual audits by 3rd parties (PWC, LRQA, and QSA.

Interoute's CSRG team also coordinates with customer audit requests through customer sales and account representatives based on demand.

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