

Secure Content Delivery Network

Physical Access Information

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Table of Contents

Purpose.....	2
Risk Analysis.....	2
Physical Access	2
Issue/Response	3
Records	4

Purpose

This document is designed to address common questions customers ask about Akamai's secure content delivery procedures. By publishing it, our goal is to show how seriously Akamai takes its security and how those doing business with us benefit. It's also designed to offer a window into our compliance procedures.

Risk Analysis

Akamai considers the compliance boundary for its secure content delivery network to be the locked rack Akamai provides rather than the physical boundary of the data center in which the rack is located. This provides a number of advantages to Akamai:

- Direct control over the security boundary
- Security monitoring and reporting customized to Akamai's needs
- Defense in depth – the security of the data center is in addition to Akamai's own protections
- Ability to use a variety of data centers in countries across the world
- Selection of security equipment based on Akamai's needs
- Akamai does accept certain risks that could result from problems at a given data center, such as the loss of power. Since Akamai's Secure Content Delivery Network has tens of thousands of redundant servers, Akamai can easily accept the temporary loss of multiple data centers. The distributed nature of the network reduces the likelihood of multiple simultaneous failures.

Physical Access

Akamai's servers in the Secure Content Delivery Network (SCDN) are housed in specially configured, locked racks. Datacenters that contain Akamai Secure Content regions have two methods of physical facility protection.

All Secure Content servers are mounted in fully enclosed metal cabinets. These cabinets have no external fasteners – all side panels are bolted from within and the doors are mounted on internal hinges. The front and rear doors of the Secure Content cabinets are secured with locks.

Within each cabinet, cameras watch the doors. Access information is logged and reported to Akamai's NOCC, enabling Akamai personnel to monitor access and remove sensitive information within seconds if the door is opened without authorization.

Remote Power Distribution Units (RPDUs) are inside each cabinet enabling low-level power cycle maintenance. When faults have been diagnosed, Akamai's NOCC can reboot the machines remotely, eliminating the need for a local technician to access and power cycle a failed system.

Relevant information about the monitoring software and the cameras is reported into Akamai's query system. Scenarios such as errors on the cameras or motion detected will result in an alert being fired and addressed. The alerts are defined in Akamai's Alert Management System (AMS).

In addition, many hosting datacenters provide fire protection, lighting, and electricity, which may include uninterruptible power supplies (UPS). Akamai's highly distributed infrastructure reduces the impact of utility outages, as servers in functional datacenters can take over the workload of servers in unusable ones.

Additionally, the following issues are addressed:

Issue/Response

Motion detection

Cameras that detect motion trigger alerts that are sent to Akamai's global NOCCs, which is staffed at all times.

Authorized access

All access requests to a Secure Content delivery system are logged in a NOCC ticket. The ticket indicates the time and place when someone will be inspecting the systems. If a camera detects motion at a time other than that specified in the NOCC ticket, it is considered as unauthorized access and triggers an alert.

Unauthorized access

The camera images are stored so that Akamai personnel can review them and address issues involving unauthorized access.

Unauthorized access reporting

Akamai's NOCCs receives an alert if there is any unauthorized access. In such event, the NOCCs would declare a severity 4 incident and notify Akamai's InfoSec team immediately to

begin investigating the incident. InfoSec would investigate and address the incident until a determination is reached as to why an alert was triggered.

Camera errors

Controls are designed such that problems with the cameras will result in an alert being sent to the Akamai NOCC.

Utilities failure

Many hosting data centers provide fire protection, lighting, and electricity, which may include uninterruptible power supplies (UPS).

Network failover

Akamai's highly distributed infrastructure provides redundancy, as servers in one location can take over the workload of unusable servers in another one.

Records

Akamai tracks and maintains records of hardware in an internal database.

This includes logistical details as well as service tickets.



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