Hubken Hosting Platform

1. Hubken hosting platform

This document provides information about the hosting platform used for the following Hubken Group services:

- HubkenCore Totara

- HubkenCore Moodle

- Hubken Totara

- Hubken Moodle

- Dedicated Servers

2. Data centre specification

Data centre locations	**London, Slough UK.**
Data centre Tier	TIA-942 Tier 3
Certifications	ISO/IEC 27001:2013 – Information Security ISO 22301:2022 – Business Continuity Management System ISO 45001:2018 – Health and Safety ISO 9001:2015 – Quality Management Systems ISO 14001:2015 – Environmental Management System ISO 50001:2011 – Energy Management
Power	Per Rack: 3kW and upwards Incoming Power Feeds: Duel redundant, Diverse route Generators: 8, N+1 Redundancy UPS Configuration: 2(N+1)
Cooling	Cooling System: Multi storey adiabatic cooling system PUE design: 1.16 Air Con configuration: N+2, hot aisle containment Cooling SLA: 25° C+2/-7° C (ASHRAE room design)
Fire Detection & Suppression	Data centre areas are fitted with a fully addressable two stage fire detection system that monitors both under-floor and the room itself Detectors with a 50% mix of optical and ionisation are split across 2 separate zonal-loops, to meet BS 5839, 6266, 5445 and 5588. Very Early Smoke Detection alarms (VESDA) installed throughout the facility Dry sprinkler fire detection system to meet BS 5306, 3115 and with LFEPA approval.

	(Dry sprinkler is the main fire suppression method employed). The systems are designed to minimise any possible customer disruption and to ensure that any minor problems remain localised.
Security	Perimeter protected by alarmed fences and PIR detection. Secure and monitored single-person point of entry, physically guarded 24/7 and integrated digital video camera surveillance. Proximity card access is provided from the main data centre building and is issued to provide access only to authorised facilities management suites. Strict security processes are in place to ensure the delivery and loading of goods is secure. CCTV coverage for the perimeter, common areas and facilities management suites.
Network	Juniper powered core network National n X 10 GB DWDM fibre ring Over 85% of UK traffic handed off via direct peering relationships NSX – network virtualisation
Specification	Built on enterprise-grade VMware vCloud platform HPe flash SAN storage providing significantly increased I/O performance HPe server hardware All equipment fed with diverse power & network connectivity

2.1.   Access

We do not permit direct access to our underlying hosting platform.

3. Backups

- Performed nightly with a 14-day online retention of data.

- Offline backups are stored at an alternate data centre (minimum of 30 miles away from the production data centre).

- Backups are full virtual machine level application consistent backups intended for disaster recovery of the hosting platform.