

## **Hubken Hosting Platform**

### **Service Definition**

## 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. Backups

- Performed nightly with a 14-day online retention of data.
- Online backups are encrypted.
- 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.

## 3. Specification

- Built on enterprise-grade VMware vCloud platform
- All flash SAN storage providing significantly increased I/O performance
- Dell EMC server hardware
- All equipment fed with diverse power & network connectivity

## 4. Network

- Juniper powered core network
- National n X 10 GB DWDM fibre ring
- Diverse internet connectivity via London & Manchester
- Peered on LINX London, LINX Manchester, IXManchester and IXLeeds
- Over 85% of UK traffic handed off via direct peering relationships
- Transit from Tier 1 providers in both London & Manchester

## 5. Data centre specification

<b>Data centre locations</b>	<b>Manchester and Leeds, UK.</b>
<b>Data centre Tier</b>	TIA-942 Tier 3
<b>Certifications</b>	ISO 27001

	ISO 9001 ISO 14001 Approved to hold data up to HMG Infosec IL5
<b>Power</b>	N+1 Redundant generators/UPS. All infrastructure is dual (A+B) power fed.
<b>Cooling</b>	N+1 redundant under-floor airflow system
<b>Fire Detection &amp; Suppression</b>	VESDA aspirating smoke detection. FM200 gas suppression system.
<b>Security</b>	24/7 on-site security CCTV throughout (90-day retention) Proximity access system with reception sign-in and advance access request required
<b>Connectivity</b>	Diversely routed fibre to separate POP sites with separate building entry points

## 6. Security

### 6.1. Data centres

- Our data centre providers and thus our hosting platform is certified and audited to ISO 27001.
- Security patches are applied to the platform, the associated network and storage infrastructure in accordance with vendor recommendations.
- Data at rest is encrypted.

### 6.2. Access

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