SAS 70 Audit Support

Overview

Lore Systems has a standing policy of supporting customers in their efforts to be certified in a variety of auditing standards. Examples are ISO, SAS 70, internal data and security audits. Lore has had prior experience in working with customers on their SAS 70 audits and has been a successful partner in customer certification.

SAS 70 Overview

Statement on Auditing Standards (SAS) No. 70, Service Organizations, is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA).

A SAS 70 examination signifies that a service organization has had its control objectives and control activities examined by an independent accounting and auditing firm. In today's global economy, service organizations or service providers must demonstrate that they have adequate controls and safeguards when they host or process data belonging to their customers.

SAS 70 is not a pre-determined set of control objectives or control activities that service organizations must achieve. A SAS 70 examination is not a "checklist" audit.

To support our customers in their SAS 70 certification audits, we will provide your auditors the appropriate documentation on Lore Systems' policies, controls & processes behind our services. This includes Lore Systems functions such as:

Customer Services & Policies
Documentation of policies & procedures with which all customers must comply, such as security & access, policies, etc.

Datacenter Specifications
Specifications on the datacenter structure, such as security systems, electrical plant etc.

Lore Services, Policies & Procedures
Documentation of policies, controls & procedures for our services and personnel, such cabinets & power, policies & operating procedures for security guards, engineers and network technicians, etc.

Lore has a proven track record of successfully supporting its customers in their own SAS 70 certifications, by providing this documentation and a tour of the datacenter facility conducted by our account manager and sales engineer.

Business Overview

Lore Systems datacenter facilities serve as core hubs for critical IP networks and Internet operations. With direct access to more than 200 networks, including all of the top global Tier 1 networks, Lore Systems's network-neutral centers and services overcome the limitations of existing data center, network and Internet operations through direct interconnection to the largest aggregation of networks for unmatched service diversity, flexibility and reliability.

Lore customers can directly access the providers that serve over 90% of the world's Internet networks and users. In addition, our facilities at Raging Wire have been chosen as the only major public peering points for the Tier 1 networks which provide customers unparalleled network performance and scalability.

Concluding that no single network provider can reliably support the mission critical requirements of large, heavily trafficked sites, hundreds of organizations, (SMBs, Fortune 1000, associations, government agencies) have selected Lore Systems as their outsourced IT infrastructure partner.

Benefits of Lore Datacenter Facilities

Control

At Lore, we do not tell customers how they should run their business. We are strong proponents of giving customers the support they need to manage their assets most effectively.

Broad Range of Network and Technology Options

In our facilities, customers have direct access to a long list of network service providers and other technology service providers. Lore facilitates relationships with these companies but never dictates a relationship with them. Additionally, if a customer is seeking to reduce its number of vendors, we offer a number of Network Exchange and Managed Internet Infrastructure services to lessen the burden of managing multiple parties and provides a single point of contact on single bill.

Flexibility and Agility

We can custom build space, power, or other infrastructure to meet customer requirements. Space, bandwidth or custom services can be delivered in hours or days versus weeks and months. This flexibility is a strategic advantage for you in the marketplace. In traditional single-provider environments, the only remedy to incompatible or obsolete vendors is the drastic and costly step of changing providers.

Network Uptime and Performance through Redundancy

The only way to statistically eliminate poor performance and network downtime is through multi-homing. Lore delivers a broad choice of Tier 1 and Tier 2 providers in every facility. Our Tier 3 facilities are reliable and maintain the most rigorous ongoing maintenance routine in the industry. We have delivered greater than 99.99% uptime in our facilities for the past several years.

Operational Focus

Our operating principles are:

- Customer focus – "Easier, Friendlier and More Reliable"
- Error free performance
- Fiscal Responsibility
- 99.99% availability
- Position for growth

Skill Sets and Certifications of Site Personnel

We maintain specific general criteria for hiring for employees who may, upon customer direction, have direct or supporting contact, supervision, and or maintenance of customer Internet assets.

Site Managers

The following are qualification and experience criteria for datacenter Site Management:

- BS or equivalent preferred. MBA or technical master's degree or equivalent experiences a plus
- Customer service training required
- 7-10 years overall background in network and computer support
- 3-5 years experience managing groups that provide diverse technical support in a multi-platform computing & networking environment
- Experience managing a datacenter with onsite electrical and mechanical engineers or managing operations for an ISP required

- Must have good oral and written communication skills, effective analytical abilities and good interpersonal skills
- Must have the ability to work independently to develop and lead a team to deliver customer service excellence
- Exceptional organizational and planning skills
- Exceptional and demonstrated customer relationship experience and skills
- Must be able to successfully complete company background check as well as U.S.
- Government and/or other specific background screenings as required per assignment.

Chief Engineers

Certifications, experience, and training in a number of MEP systems and technologies, such as Caterpillar, Russ-Electric, and Liebert. Lore Systems uses the following qualification and experience criteria for datacenter Chief Engineers:

- Minimum 10 to 15 years experience in MEP systems maintenance, operations and management (at a supervisor level or above). Management experience must include leadership of teams or workgroups that have included multiple trade disciplines (electrical, HVAC, etc.)
- Possession of a valid stationary engineer's license or possession of an electrician's license from a municipality within the state.
- Technician certification under Rule 608 of the Clean Air Act of 1990 (CAA) regarding proper procedures and practices for refrigerant handling during the maintenance and operation of refrigeration equipment

- Working knowledge of the following:

  - Electrical power distribution systems (25 Kv and below)
  - Uninterruptible power systems (UPS)
  - Multiple diesel engine-generator plants
  - 48 VDC power distribution
  - Motor controls and drive systems
  - Direct expansion refrigeration systems
  - Multiple centrifugal chiller cooling plants
  - Pump systems and Heat exchangers
  - Water treatment techniques
  - Direct digital BMS control systems
  - Pre-action dry-type fire suppression systems
  - Fire detection/alarm systems

- Minimum 5 to 10 years managing and supervising employees in an operations and maintenance environment.

- Working knowledge of building codes and safety standards including OSHA, NFPA, NEC, ASHRAE and others as applicable.

Datacenter Site Technicians

Experience ranges from carrier/telco facilities up to application-level systems administration. Certifications include CCNA (Cisco), MCSE (Microsoft), BICSI, Belden, Panduit (last three are cabling/wiring certifications). All technicians receive OSHA training for certification.

Other Professional Services

CCNP (Cisco), Certified Solaris Administrator; Enterprise Systems; E10000; High-Availability Clustering (Sun), Oracle DBA, etc.

Assertion	Controls in Place	Reference Control documentation available for review
Organizational	- Escalation process - Incident management - Functional organizational structure with clear lines of authority and responsibility - Engineering, Technician, Network Provisioning, Security and General Standard Operating Procedures - Site Quality Assurance Audits - Operational Health and Safety Program - 7x24 coverage for key business functions: - Datacenter Operations - Customer Service - IT Infrastructure Operations - Network Support Engineering	- SOPs - Org charts, job descriptions - Documented training and attendance records - Safety incident tracking
Customer Service	- Standard contact center service level management - Commit compliance - Management reviews of customer comments - Major customer quarterly executive review - Customer orientation via on site walk through and Welcome Document - Lore Customer Portal	- Weekly reports on abandoned calls, % calls answered within 30 seconds - % Orders completed by commitment date - Quarterly Ops Review - Meeting minutes covering business relationship, support, operational metrics, issue management, new business.
Service Delivery		
Application development & maintenance	- Standard product development process - Change control board - IBCCB (process to manage "parts" in ERP system) - ERP system desk top procedures (specific by business function)	- Process flow - eRoom - Process docs and eRoom - eRoom
Support systems maintenance (mechanical, electrical, facility)	- Weekly, monthly, quarterly, semiannual & annual maintenance routines based on manufacturer recommendations and industry standards - New hire and skill set development training - Limited and controlled access to all MEP rooms - BMS (building management system) monitoring MEP performance and sending alerts as defined	- Maximo - Detailed process scripts - Critical Maintenance process - Annual CESM report (Critical Electrical Systems Maintenance) - National and local maintenance contracts

Assertion	Controls in Place	Reference Control documentation available for review
Security & Access	- 7 x 24 on site professional security staff who monitor access points and complete rounds - Up to 7 control points between exterior and customer equipment - Audits of Biometric hand readers - Key control - 30 day video activity storage - Weekly security meetings - Customer self administration of authority levels for ordering and access - Segregation of Order management (done by Customer Service) and service delivery in order to assure consistency - Customer privacy policies including a) no pictures b) customer anonymity - Facility design, which includes controlled access points, reinforced exterior walls - Token authentication required for access to enterprise network	- Process documentation - Building sign-in logs - Video and biometric data archives - Oracle records
Data Processing	- Event Management system to control and manage key ERP processes - ERP application specific access based on users business need	- EMF records - Oracle set up documentation - Business reports
Business Continuity	- N+1 (or greater) redundancy on all critical mechanical and electrical systems - Dual action dry pipe fire suppression system - Key enterprise server redundancy and data back-up procedures - Enterprise infrastructure secured behind cage with biometric control. - Redundant WAN connectivity between key enterprise sites - Server, network and application monitoring and alerting	- Physical audit

LORE NAICS CODES	
Codes	**Descriptions**
517911	Telecommunications Resellers
517919	All Other Telecommunications
518210	Data Processing, Hosting, and Related Services
519120	Libraries and Archives
519130	Internet Publishing and Broadcasting and Web Search Portals
519190	All Other Information Services
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative and General Management Consulting Services
541613	Marketing Consulting Services
541618	Other Management Consulting Services
541690	Other Scientific and Technical Consulting Services
541990	All Other Professional, Scientific, and Technical Services
551114	Corporate, Subsidiary, and Regional Managing Offices
561421	Telephone Answering Services
561422	Telemarketing Bureaus and Other Contact Centers

CONTRACTS & CERTIFICATIONS	
	Maryland CATS II Master Contractor
	Certified MBE (minority business enterprise) by NMSDC (National Minority Supplier Development Council)

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