



## Hosting Checklist

✓	Servers mirrored across geographically separate data centers to ensure continuity of service in the event of disaster such as local fire or explosion.
✓	Dual, high-bandwidth (T3) connections from different Internet vendors to ensure continuity of service in the event of vendor service outage.
✓	Scalable and tiered Asynchronous Server Architecture to ensure that system response is not negatively impacted by processor-intensive tasks (e.g. building PDFs).
✓	Local, dedicated, power generators at each data center to ensure continuity of service in the event of power outage.
✓	Infrastructure capacity to address the needs of 8,500+ scholarly journals.
✓	Continuous monitoring of network activity and performance to ensure optimal security and responsiveness.
✓	System Monitoring and Reporting Tool (S.M.A.R.T) continuously monitors “probe points” to ensure system health.
✓	24x7x365 IT and Engineer staff coverage.
✓	Written procedures and protocols for mission critical data center activities with management reporting and escalation of any system anomalies.
✓	All uploaded submission files virus checked by Norton AntiVirus and Norton’s Enterprise Management tools.
✓	Hardened data centers with dual factor, biometric access control.
✓	RSA SecurID two factor token authentication for access to LAN from external WAN environments.
✓	Documented procedures for contacting customers and users in the event of any system scheduled or unscheduled down time.
✓	Track record of high system availability (99.99%).
✓	Risk mitigation strategy for deployment of new software, by incrementally releasing new software to groups of journals rather than high-risk ‘big bang’ approach.
✓	Periodic third party security and infrastructure audits.
✓	Customer data center auditing rights.