



## Hosting Checklist

If you have a requirement that you do not see on the list,  
or if you have questions, please send an email to [marketing@edmgr.com](mailto:marketing@edmgr.com)

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 5,000+ 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.	✓	