



How DataBank Can Lend a Hand

Resources for Managing Mission-Critical IT
Infrastructure During COVID-19

March 2020

Today's Speakers



JP Laqueur
SVP of Marketing
DataBank - New York



Brett Versher
Regional Data Center Manager
DataBank - Dallas



Yvette Hamill-Graves
Senior Account Manager
DataBank - Baltimore

A Timely Reminder...



- **Our Purpose:** To *take the worry out* of managing mission-critical IT infrastructure
- **Our Way:** By combining exceptional exceptional *data center facilities* and expert *managed services* with a relentless dedication to *transparency, accountability* and *collaboration*.
- **Our Impact:** So that our customers have *confidence* their technology and infrastructure and can focus on creating the future.

COVID-19 Impact on Infrastructure Operations

Social Distancing, Reduced Travel, Work From Home, etc.

What you may experience:

- Inability to get to the data center
- Staff consumed with other emergencies
- Vendor or consultants unavailable
- Greater demand on network and digital infrastructure



How DataBank can help:

- Remote Hands / Smart Hands
- Portal: visibility and control to plan & react
- Additional bandwidth, capacity, cloud infrastructure
- Professional services to plan and migrate

Remote / Smart Hands General Overview

Expert technicians to help keep your infrastructure up and running

FEATURES

- Available 24 x 7 x 365
- Trained technicians, on site at the data center
- Flexible pricing model
- Comprehensive coverage
- Local console for remote eyes and requests

USE CASES

- Installation of servers, gear, and equipment
- Reboots and resets of equipment
- Install, organize and patch copper or fiber cables
- Swap or install hard disks, memory, and other components

BENEFITS

- Make your life easier by being there when you can't
- Respond immediately when you need help
- Ensures maximum availability
- Eliminates the need to visit the data center
- Frees your staff for strategic initiatives
- Reduce IT support costs – Only pay for what you need

Remote Hands vs. Smart Hands

REMOTE HANDS

Description: *Basic phone assistance and verbal confirmations as provided by DataBank's NOC staff.*

- Basic command line telephone support (no systems configuration)
- General environment observations
- Vendor troubleshooting other than telecommunications services
- Server reboot/power cycle
- Component replacement (hard drive swap, etc.)
- Confirmation of cabling, display and/or status lights
- Additional equipment installation (colocation only, post initial installation)
- Cable or cabinet organization and cleanup (colocation)
- Move or confirmation of power

SMART HANDS

Description: *Software installations, routing configurations, connectivity issues, basic troubleshooting, network design and security consultation.*

- Software installation (software license must be present)
- Router configuration or review
- IP routing support
- Operating System support (Windows, Linux, Unix)
- Troubleshooting for network, connectivity, or telecommunications carrier / circuit
- Network consultation
- Security consultation

Service Options, Pricing & Ordering

Remote Service Options:

- **Priority 1:** Covers issues that require an immediate response. Staff on hand around-the-clock ensures these requests are handled in a prompt, professional manner.
- **Priority 2:** Addresses service needs of a non-critical nature. You can also schedule Remote Hands to meet a specific maintenance window or project requirement

Order Instructions:

- Contact your Account Manager
- Order via Portal
- Blocks of hours as needed per month
- Blocks are not transferrable

Support Level	Description	Hourly Rate
Remote Hands – Priority 1	Billed in 15-minute increments with minimum of 30 minutes billed per month.	\$200
Remote Hands – Priority 2	Billed in 15-minute increments with minimum of 30 minutes billed per month.	\$75
Smart Hands	Billed in 1-hour increments with minimum of 1 hour billed per month.	\$200



DataBank Portal: Useful Functions

Get Clarity and Control with Everything and Everyone Connected

Yvette Hamill-Graves, SAM
410-246-8848 / yhamillgraves@databank.com

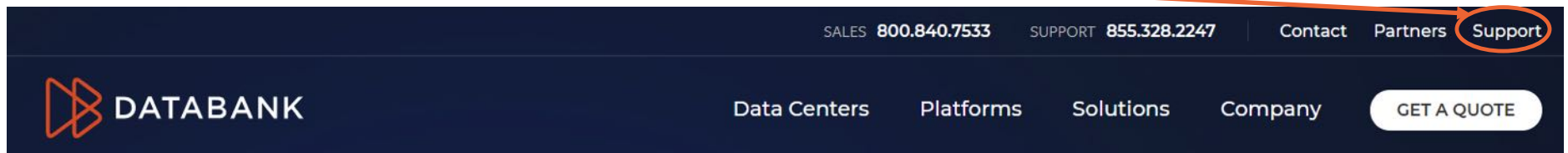
Contents

- [Databank Portal – Access](#)
 - [Databank Portal – Quick Display Tools](#)
 - [Databank Portal – Home \(executive dashboard\)](#)
 - [Databank Portal – Request Remote Hands](#)
 - [Databank Portal – Support Tickets](#)
 - [DataBank Portal – Managing](#)
- [Users/Roles/Tags](#)
 - [Databank Portal – Managed Systems' Health](#)
 - [Databank Portal – Managed Systems Connections](#)
 - [Databank Portal – Your Account Team](#)

Databank Portal - Access

How to Access the Portal via Website

To access the Customer Portal as a DataBank Customer, open our website DataBank.com, click “Support”.

A screenshot of the DataBank Support login page. The page has a dark blue header with the text 'WELCOME TO DATABANK SUPPORT'. Below this is a white login form with the heading 'Move Faster, Gain Clarity, Stay Secure.' The form contains fields for 'Username' and 'Password', a 'LOGIN' button, and a 'Remember me' checkbox. A link for 'Trouble logging in?' is also present.

Log in as a Customer Contact.*

Databank Portal – Quick Display Tools

Top Right of every page, you can adjust the Timeline (default for everything except Security is 30 days) for the displayed data.

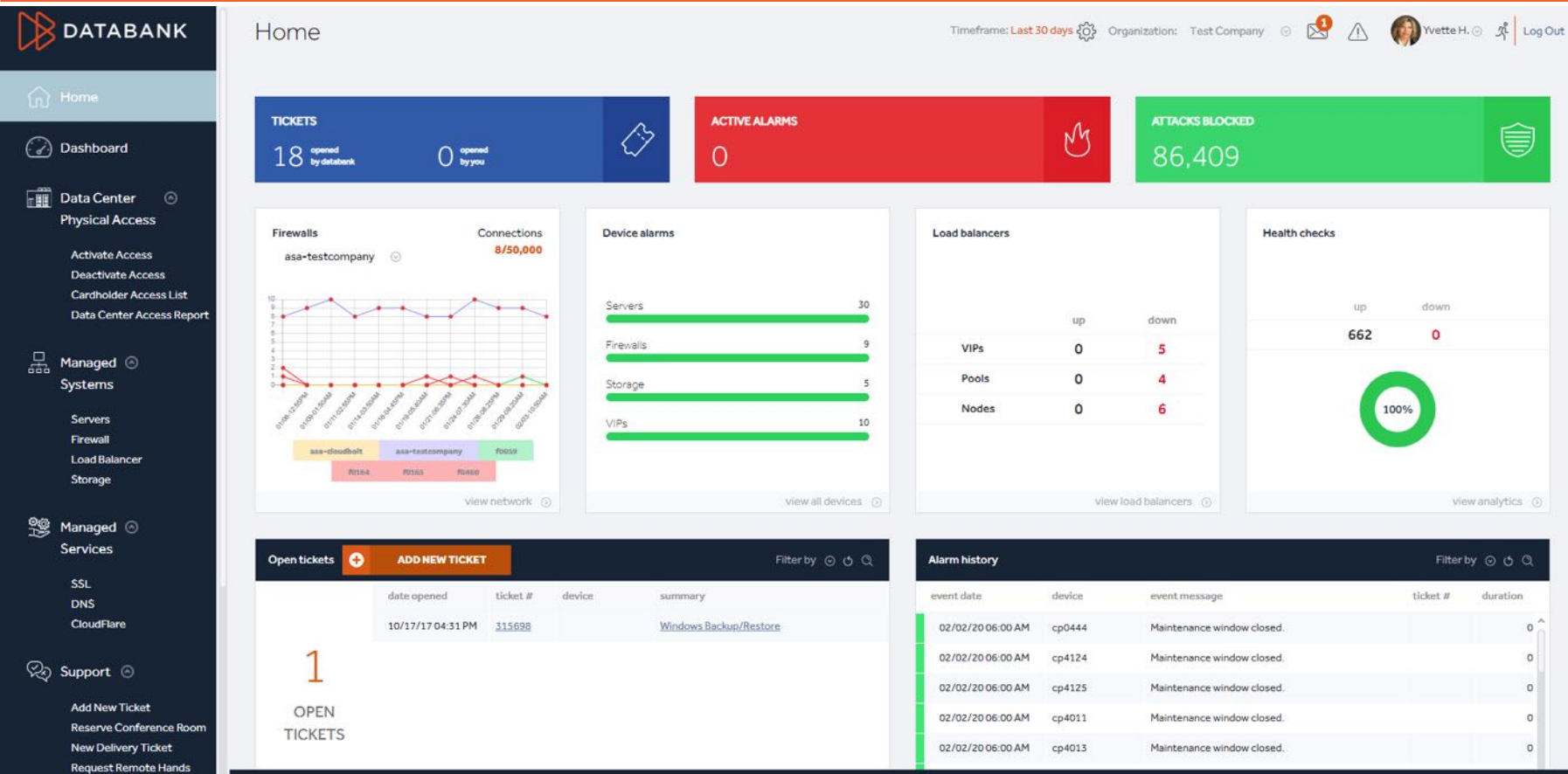
Click the email icon to see a list of open tickets

The screenshot shows the Databank Portal interface. At the top, there is a navigation bar with the following elements: 'Timeframe: Last 30 days' with a gear icon, 'Organization: Test Company' with a dropdown arrow, an email icon with a notification badge, an alert triangle icon, a user profile for 'Yvette H.' with a dropdown arrow, and a 'Log Out' button. Below the navigation bar, there is a section titled 'Open tickets' with a sub-header 'Timeframe: 1 hour' and 'Organization: Test Company'. This section contains a table with the following data:

ticket	date	assigned to	summary
422688	01/23/19	Kelly Price	monitoring rest API on all ASA firew...
418644	01/12/19	Kelly Price	DEVTEST - Dependent Ticket
393544	09/28/18	Paul Cutair	this is a test, please ignore
342802	05/18/18	Paul Cutair	Datacenter access request submitt...
315698	10/17/17	Kevin Bozman	Windows Backup/Restore
298426	05/25/17	Michelle Mitchell	AWS Feature Request

Click the Alert icon (triangle) to see active Alarms.

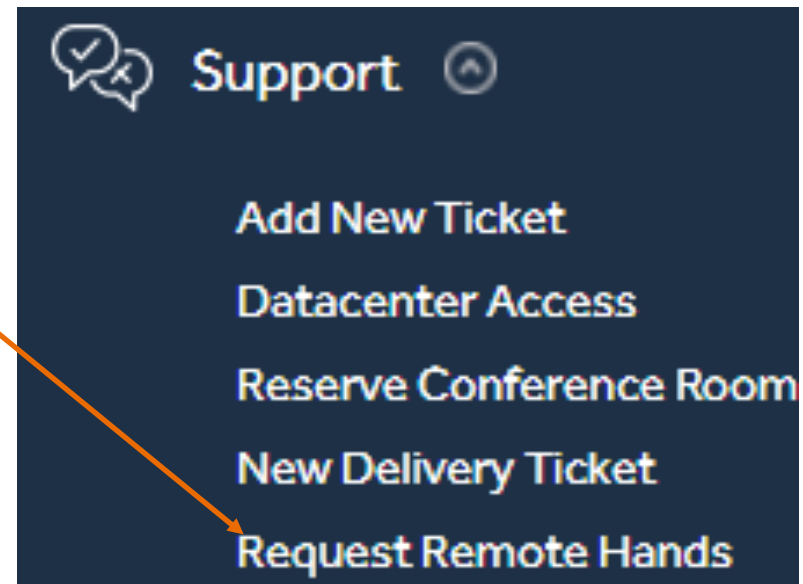
Databank Portal – Home (“executive dashboard”)



Databank Portal – Request Remote Hands

How to Create a Remote Hands Support Ticket

From the Home Screen, under Support, click “Request Remote Hands”, which will open a ticket submission template.



Databank Portal - Request Remote Hands

Request remote hands

Timeframe: Last 30 days Organization: Test Company

To request remote hands service please fill out the following information:

Priority*
☐ P1 - Critical ☐ P2 - High ☒ P3 - Medium ☐ P4 - Low ☐ P5 - 8 to 5 M-F 10 Day ☐ P6 - 8 to 5 M-F 90 Day

Summary*
Power Cycle Domain Controller @ 10pm Central tonight

Service location*
DFW3 - Plano

Description*
Please power cycle our domain controller server located in our Rack # _____, Server ID # _____, at 10:00pm Central tonight Thursday March 19th. Call me at 555-555-1212 right when you start, and again when complete. Thank you!

Add an attachment

Submit

Please complete the "Request Remote Hands" fields with as much detail as possible, including exactly when & where you need assistance, and a good phone number to reach you. When completed, click "Submit".

Databank Portal – Support Tickets (general)

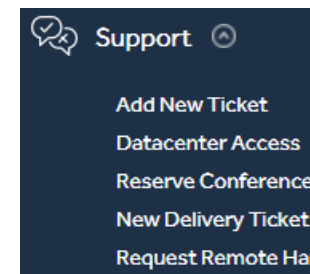
How to Create a general Support Ticket

From the Home Screen, click “Add New Ticket”:

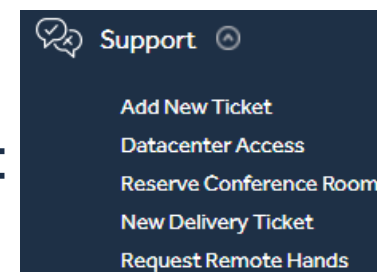


OR

Under “Support” menu, click “Add New Ticket”:



Other Support Ticket options include:



Databank Portal – Support Tickets

New Support Ticket – 1 of 2 New support ticket

Timeframe: Last 30 days Organization: Test Compa

Select the service (“System”) to which the new Ticket should be associated.

Systems

System*

search...

General Inquiry
1200GB Ultimate Read/Write HighPerformance SSD RAID10(6x400)
87126 - VIP with an SSL Certificate
87164 - VIP with an SSL Certificate
Amazon VPC
Application Load Balancer

Selected

search...

Check default contacts for the ticket notification.

Subscribe people to this ticket

Available people

search...

Aaron Noviski (anoviski@databank.com)
Anna Mtaita (amtaita@databank.com)
Antu Mathiyas (amathiyas@databank.com)
Ben Jones (bjones@databank.com)
Brian Mecler (bmecler@edgehosting.com)

Subscribed people

search...

Akairo Tripala (akairowah@redwolf.ws)
cutair paul (pcutair@edgehosting.com)
cutair5 paul5 (pcutair@edgehosting.com)
Daniel Bartholomew (dbartholomew@databank.com)
Drake Perth (dperth@redwolf.ws)

Add an External contact (one-time contact just for this ticket).

⊕ Add external contacts

Databank Portal – Support Tickets

New Support Ticket – 2 of 2

Summary is the Title of the Ticket.

Open new support ticket

Summary*

Priority means level of service impact. Default is Medium.

Priority*

☐ P1 - Critical ☐ P2 - High ☒ P3 - Medium ☐ P4 - Low ☐ P5 - 8 to 5 M-F 10 Day ☐ P6 - 8 to 5 M-F 90 Day

Description

B I U

Details are very important. What's the issue? When did it start? Screenshot of error?

Any sensitive info (e.g. login credentials), click this.

Add an attachment

Sensitive information: ☐

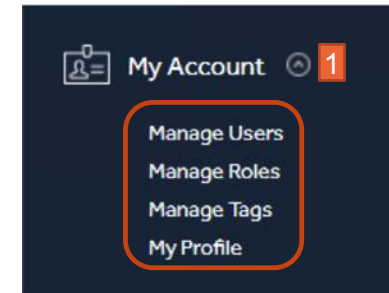
Click "Submit" to send to 24/7/365 Support team.

SUBMIT

DataBank Portal – Managing Users/Roles/Tags

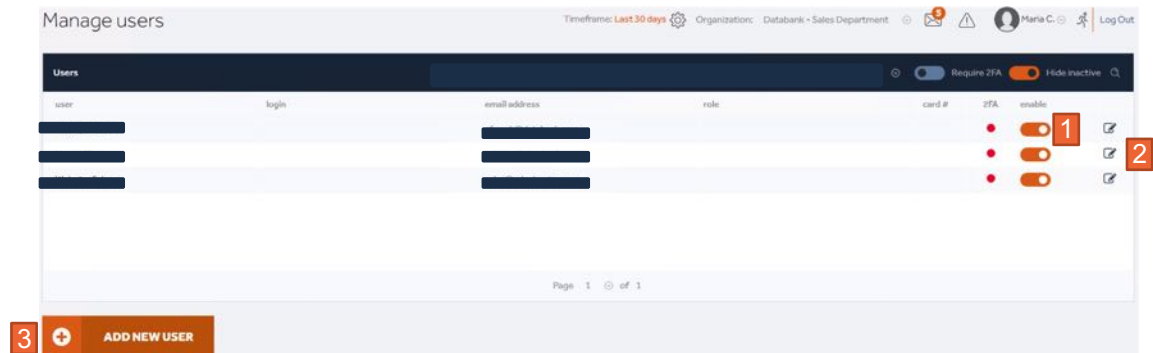
Administrators can edit/add/adjust Users/Roles/etc.

- Press drop down arrow on My Account Link **1**
- Under My Account select one of the available actions:
 - Manage Users
 - Manage Roles
 - Manage Tags
 - My Profile



Manage Users allows Administrator to:

- Deactivate existing user **1**
- Edit existing user information **2**
- Add new user **3**



DataBank Portal – Managing Users

Administrator has option to edit following information for any user:

- Personal contact information
- User's Role
- Opt in or opt out to/from notifications
- Two Factor Authentication
- extra charge of \$5 will be applied per user
- Manage Tags
- Remote Hands Requestor option
- Access Approver option

Edit User

Contact Information
Valid contact information helps our staff get in touch in a timely fashion.

registration incomplete
This person has not completed registering their account.
[Resend the Welcome Email](#)

First name* [Redacted] Last name* [Redacted]
Email* [Redacted] Title [Redacted]
Primary phone* [Redacted] Extension [Redacted] Alternative phone [Redacted]
Cell phone [Redacted] Fax [Redacted]
Time zone* (UTC-06:00) Central Time (US & Canada)

Account Settings

Dashboard Access
Role* Support
Grants view-only access to products on your account, and creation of support tickets.
[view role permissions](#)

Notifications
☐ All Support Events
By default, this email address will be included on all new support tickets.
☐ All Billing Events
By default, this email address will be included on all new billing tickets as well as on all invoices.
☐ All Patching Events
By default, this email address will be included on all new patching tickets.
☐ All SSL Certificate Renewals
By default, this email address will be included on all SSL renewal tickets.
☒ Monthly Summary Email
By default, this email address will receive a monthly summary email with monthly stats for your organization.
☐ Delivery
By default, this email address will be included on all shipping and receiving tickets.

Two Factor Authentication
☐ Enable Two-Factor Authentication
Requires an authentication code in addition to a password to log into the Customer Portal. You can select to receive the code via SMS, a smartphone application, or a phone call to a landline.

Tags
Available tags: All devices
Selected tags: [Redacted]

CANCEL SAVE

DataBank Portal – My Account (Role Management)

- When you click a role
 - Administration
 - Billing
 - Support
- The available role rights will display to show you what permissions the role has.

Manage Roles allows Administrator to:

- Add custom security roles
- Bulk move users from one role to another

Manage roles

Roles

- Administrator
- Billing
- Support

Description

Grants full access to company information, enables the addition of products to your account, and creation of support tickets.

Available users

Users in role

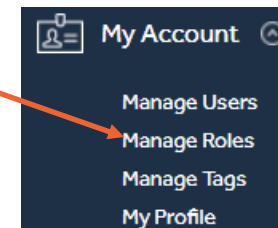
Role rights

portal module	add	edit	delete
Header - Tickets	✓		
Header - Alarms	✓		
Home Page	✓		
Home Page - Page Body - Organization Announcement	✓		
Home Page - Page Body - Active Tickets	✓		
Home Page - Page Body - Active Alarms	✓		
Home Page - Page Body - Attacks Blocked	✓		
Home Page - Page Body - Data Protected	✓		
Home Page - Page Body - Bandwidth Value Add	✓	✓	✓
Home Page - Page Body - Firewalls widget	✓		
Home Page - Page Body - Device Alarms - Servers	✓		
Home Page - Page Body - Device Alarms - Firewalls	✓		
Home Page - Page Body - Device Alarms - Storage (NAS/SAN)	✓		
Home Page - Page Body - Device Alarms - VIPS	✓		
Home Page - Page Body - Health Checks	✓		
Home Page - Page Body - Recent Activity - Finance Events	✓		
Home Page - Page Body - Recent Activity - Ticket Events	✓		
Home Page - Page Body - Recent Activity - Server Events	✓		

DataBank Portal – My Account (Role Management)

How to Create a new User Role Type

To create a New User Role Type, click “Manage Roles”



Next to “Roles”, click the add icon: 

New Role

Role*

Training User Role YHG

Template

Support

Description*

Based on Support Role, for training purposes

Role rights

portal module	view	add	edit	delete
Header - Tickets	☒	☐	☐	☐
Header - Alarms	☒	☐	☐	☐
Home Page	☒	☐	☐	☐
Home Page - Page Body - Organization Announcement	☒	☐	☐	☐
Home Page - Page Body - Active Tickets	☒	☐	☐	☐
Home Page - Page Body - Active Alarms	☒	☐	☐	☐

DataBank Portal – My Account (Managing Tags)

Tags are used to control access to specific devices

- User access can be restricted to specific devices by using TAGS.
- Users assigned to the tag will only be able to manage the devices in the tag.
- If tags have not been added, then the users will have access to manage all company devices.
- To add a new device tag, click the ADD NEW TAG button.
- Choose Tag Name
- Choose Devices 1
- Choose Users 2
- Press Create Tag

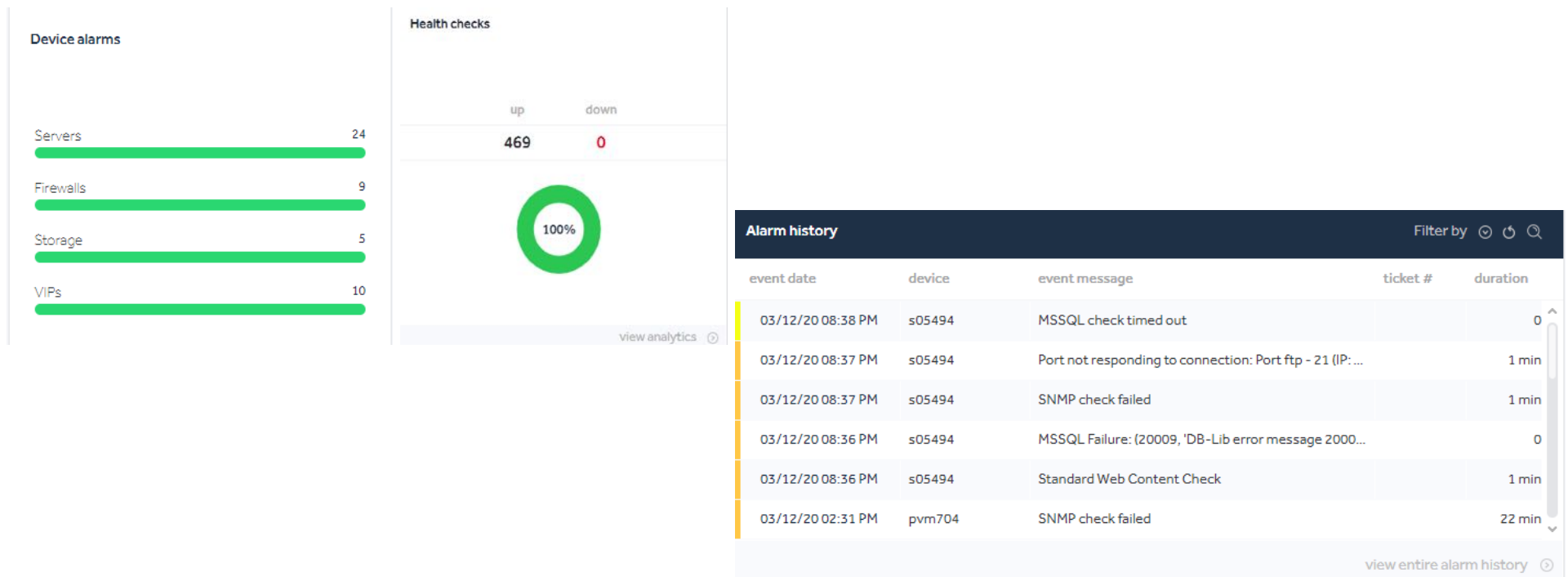
❖ All devices should be tagged for the feature to work correctly 3

❖ Pls note that tags are not role specific. If you tag a device to a billing person, that person will have access to the device even if they don't have the rights relative to the role. 4

The screenshot shows the 'Tags' management interface in the DataBank Portal. At the top, there's a section titled 'Tags' with a list of existing tags (currently empty) and an 'ADD NEW TAG' button. Below this is a form to create a new tag, which is divided into four numbered sections: 1. Tag name, 2. Available devices (with a list of device types like Duo Dual Factor Agent, Internet, Managed Services, etc.), 3. Available users (with a list of users like Letz, Zach, rmanthe, etc.), and 4. Create Tag. There are also buttons for 'EDIT TAG' and 'CANCEL'.

Databank Portal – Managed Systems' Health

How to Check the health of Managed Systems – Health Checks



Databank Portal – Managed Systems' Health

How to Check the health of Managed Systems - Devices

Systems

Timeframe: Last 30 days ⚙️ Organization: Test Company ⌵

Filters Only alarming devices ☐ Tags (0) ☒ Show unassigned devices

 **Managed Systems** 

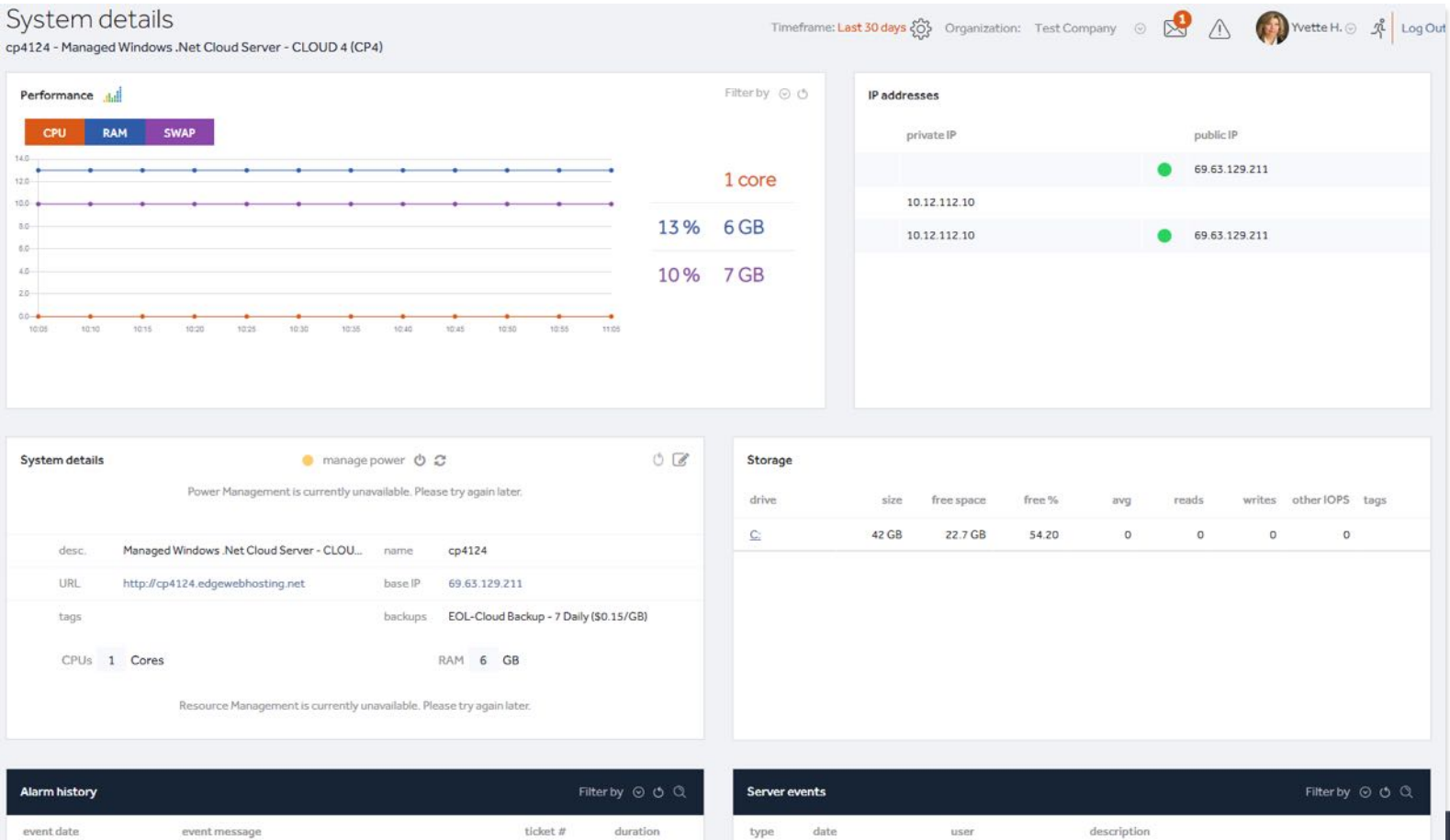
Servers
Firewall
Load Balancer
Storage

Datacenter BW11 - ⌵

Servers

OS	device name			role	monitors	status	type	tags
  	cp0014 - windows test box for scilo checks			App, Web, DB	<u>30</u>	healthy	CP	Everything, Tag 3
  	cp0126 - Linux test box for scilo checks			App, Web, DB	<u>40</u>	healthy	CP	Everything, Linux Only
  	cp0444 - Managed RedHat 6 Web Cloud Server			Web, Term	<u>46</u>	healthy	CP	Everything, Linux Only
  	cp3298 - Managed Linux Web Cloud Server - DC1			Web	<u>0</u>	healthy	CP	Everything, Linux Only, Tag 3
  	cp4005 - Managed Linux Web Cloud Server - CLOUD 4			None	<u>0</u>	healthy	CP	Linux Only, Tag 3
  	cp4124 - Managed Windows .Net Cloud Server - CLOUD 4			Web	<u>21</u>	healthy	CP	All CP4, Everything, Tag 2
  	cp4125 - Managed Linux Database Cloud Server - CLOUD 4			DB	<u>39</u>	healthy	CP	All CP4, Everything, Linux Only

Databank Portal – Server Details

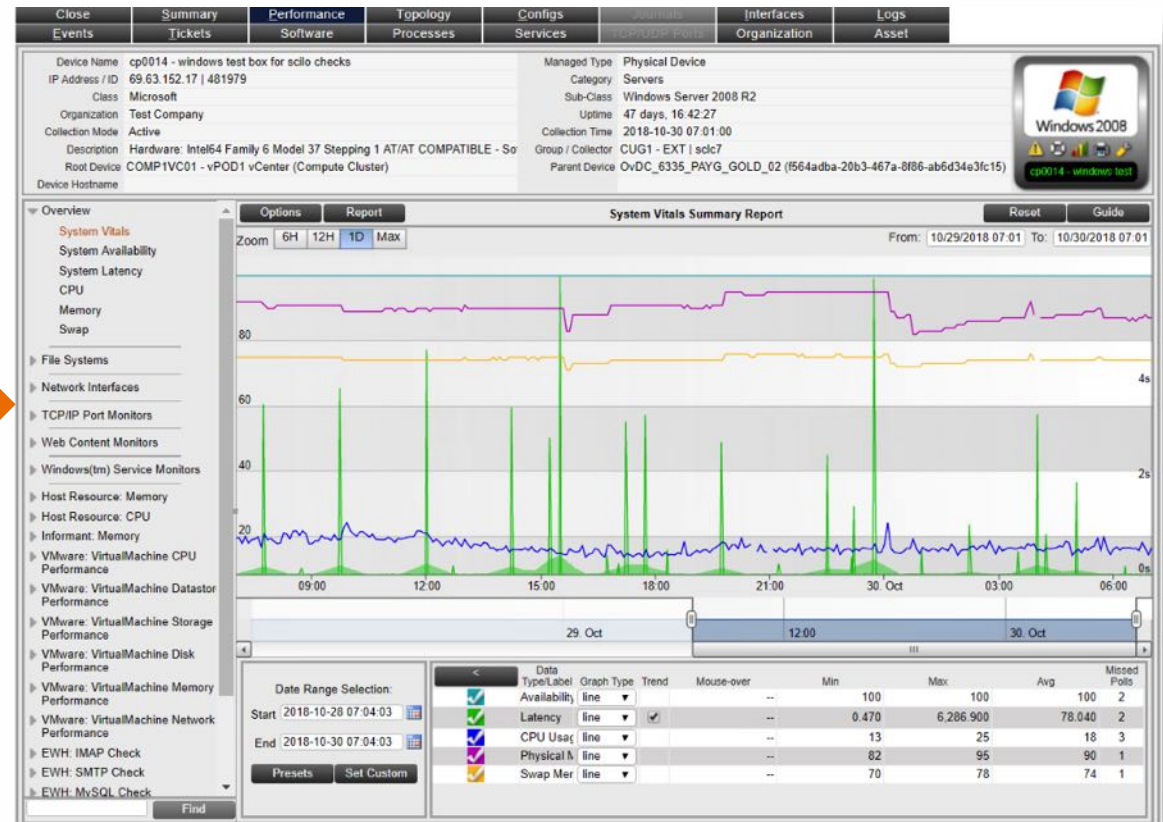
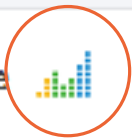


Databank Portal – Managed Systems' Health

Example of SciLo – Overview of Performance

System details
cp0014 - Managed Windows

Performance

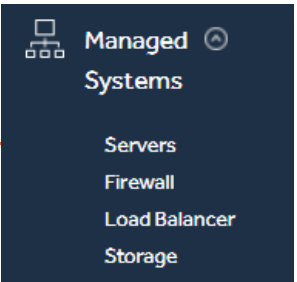


Databank Portal – Managed Systems Connections

How to control connections to the environment – Managed Firewall

Firewall:

You can add VPN users and Point to Point VPNs via the Customer Portal, or by opening a Support Ticket.



VPN users

Filter by   

username	policy	remote IP	connected time	actions
akairowah@redwolf....			0	 
asaDevtestVpn1			0	 
asaTestUser1			0	 
devTest			0	 
devTest2			0	 

VPN tunnels

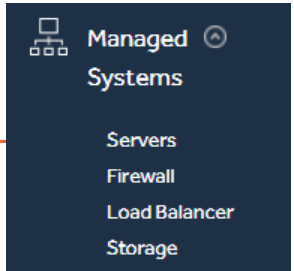


Databank Portal – Managed Systems Connections

How to control connections to the environment – Managed Load Balancer

Load Balancer:

You can use the Load Balancer to direct inbound traffic to specific server(s). If you need to update code, drop one server out of the Load Balancer, apply the updates, then add the server back into the VIP Pool.



Load balancer									
Auto-refresh 									
Connections									
status	health check	VIP/Pool/Member	current	maximum	total	total requests	actions		
All	All								
	testcompany-tomcat-EWH - 173.213.232.114:80		0	149	210,660	0			
	testcompany-devteam		0	0	0	0			
	10.11.81.220:80 LBNode1 - Test Server for LB monitoring		0	0	0	0		enable	
	10.11.81.221:80 LBNode2 - Test Server for LB monitoring		0	0	0	0		enable	
	testcompany-devteam - 69.63.129.162:80		0	212	668,773	25,531			
	testcompany-devteam		0	17	12,769	12,768			
	10.11.81.220:80 LBNode1 - Test Server for LB monitoring		0	0	0	0		enable	
	10.11.81.221:80 LBNode2 - Test Server for LB monitoring		0	17	12,769	12,768		enable	
	TestCompany-DC3-VIP-Test-SSL - 104.193.75.104:443		0	29	8,473	0			
	TestCompany-DC3-VIP-Test		0	0	0	0			
	10.20.42.10:80 pvm556 - VMware Enterprise Private Cloud Linux Server (Web)		0	0	0	0		enable	

Databank Portal – Your Account Team

How to find your Dedicated Account Team's contact information

From the Home Screen, Scroll to the bottom and you'll see the contact information for your dedicated account team. Your team is available to help you during normal business hours, Monday-Friday.

Your DataBank Team 



Megan Stella
Billing

410-246-8835
mstella@ databank.com



Yvette Hamill-Graves
Account Executive

410-246-8848
yhamillgraves@ databank.com



Ben Jones
Technical Account Manager

410-246-8865
bjones@ databank.com

Thank You!
Questions?

