

**SAM – INFORMATION TECHNOLOGY
(California Technology Agency)**

POLICIES FOR DATA CENTER MANAGEMENT
(Revised 03/11)

4982.2

Data Center Mission—Each data center shall have a statement of mission which states the data center's objectives and outlines the services provided by the center.

Data Center User Interaction—

1. Each data center shall have a functional responsibility to provide liaison with the users of the center. This shall include establishing and maintaining user groups and forums appropriate to the requirements of the users and the mission of the center.
2. Each data center shall make readily available a data center user guide which shall contain detailed and up-to-date descriptions of and instructions for the use of the various services offered by the center. This guide should describe the operational management processes required by user agencies to avail themselves of data center services including resources scheduling, problem management, system backup and recovery procedures and data communications network management.

Data Center Financial Management—See SAM Section 6780 for the financial management policy applicable to the Office of Technology Services.

Exchange of Data Between Data Centers—The exchange or transfer of data between data centers by intercoupling or telecommunications shall be made only with the approval of the Technology Agency. Requests for approval to exchange or transfer data between data centers must contain programmatic justification and describe how the exchange or transfer will be accomplished. The request must also clearly describe what safeguards will be established to provide data confidentiality and security in compliance with SAM Sections 5300-5399, Security and Risk Management Policy.

This section does not prohibit the transmission of data from the Department of Motor Vehicles to the Hawkins Data Center in order to obtain vehicle registration and driver license data for criminal justice purposes, or the transmission of data between centers in the same state agency.