

DOCUMENT NUMBER 90-2000-6.3	REVISION D	TITLE Infrastructure	REV DATE 12/2016	PAGE 1 of 3
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1.0 Purpose

The purpose of this procedure is to describe key infrastructure items.

2.0 Policy

Product Resources shall determine, provide, and maintain the infrastructure needed not only to achieve conformity to product requirements but also to meet and exceed customer needs.

3.0 Procedure

Key infrastructure items are in the following categories:

3.1 *Buildings, Workspace, and Associated Utilities*

Product Resources' plant is at 4 Mulliken Way in Newburyport, Massachusetts, United States. It is a 33,000 total square foot facility made up of office, meeting, production, testing, service, engineering lab, and warehouse space with approximately 21,000 square feet currently used by Product Resources with room for expansion. Multiple loading docks are available for shipping and receiving. A thermal burn-in room is available for elevated temperature burn-in. A thermal chamber is available for heating and cooling to facilitate certain test and engineering tasks. Roof space is available for communications devices required for the production and testing of certain products.

Product Resources has single site.

The building is served by utilities for water, sewage, electricity, natural gas, and tele-/data-communications. The electric utility is sized to meet the requirements for Product Resources' products and services, i.e., industrial power.

The building is protected by fire alarm, sprinkler, security alarm, and door entry systems. Certain interior doors (stockroom, network and server room, Accounting, Human Resources) are protected by security codes and/or locks.

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Clean and dry compressed air is available and distributed to production, test, service, and engineering lab spaces.

Internal wiring infrastructure is in place for data and voice communications.

Wireless data infrastructure is in place.

3.2 *Process Equipment* (both hardware and software)

The ERP system Infor ERP SL (a.k.a. SyteLine) is in place locally as well as a local network of PC servers and workstations and network appliances.

Local server types in use aside from ERP are as follows: file, messaging, individual and group contacts and calendars, database, DNS, FTP, web, license management, data stores for specific programs or tasks, printing, and others.

Data backup of local servers is described in 43-4530, Data Backup Plan. This procedure also lists all local servers.

The data security policy is stated in 43-4393, Data Security Policy.

All servers have fault-tolerant disk storage and uninterruptible power supply (UPS) systems with organized shutdown in the case of sustained power failure.

Refer also to 43-2151, Electronic Data Protection Procedure.

A backup server providing redundancy for certain functions (messaging, DNS) is a private cloud server.

Cloud services are used for certain functions (the remote destination for backed up data and backup management console, anti-virus management console).

Firewall appliances exist between LAN and WAN, with VPN capability.

Automated wire preparation and termination machinery is available.

Encapsulation (potting) equipment is available.

Dedicated label software and label printers are available.

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Positive flow benches are available for clean assembly.

3.3 *Supporting Services* (such as transport and communication)

Product Resources uses common carriers for the transport of product.

The facility is served by a soft-PBX phone system, which is in turn served by VOIP-delivered trunks and an analog trunk and a cellular-delivered trunk for redundancy/backup. VOIP and Internet data communications are served by business class cable Internet as well as cellular data for redundancy/backup.