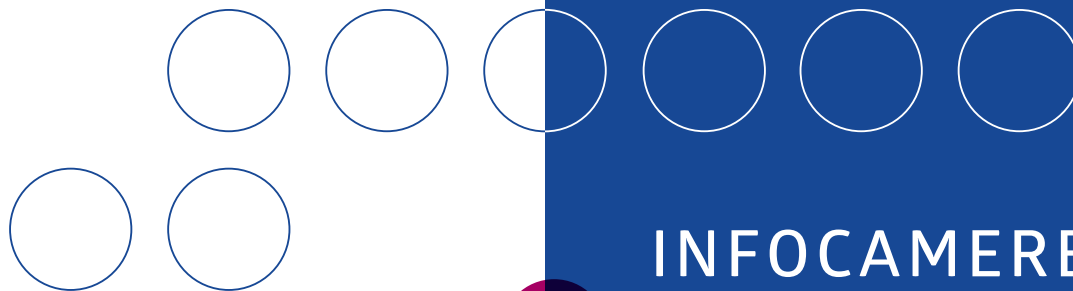




IC
InfoCamere

InfoCamere Data Center

THE SERVER FARM
WITH A "GREEN"
HEART THAT SHARES
INNOVATION

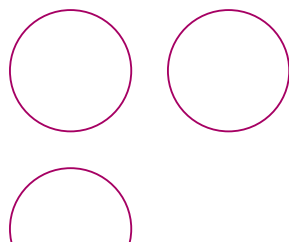


INFOCAMERE INNOVATION MEANS GROWTH



An architecture with
global access that connects

ALL OF ITALY'S CHAMBERS OF COMMERCE
AND **200** OFFICES



InfoCamere is the company providing digital innovation to the Italian Chambers of Commerce. Starting from the Business register - Italy's national economic registry - we create technologically cutting-edge services to support our members, meeting the needs of entrepreneurs, professionals and citizens in the context of continuously evolving economic and regulatory systems. We manage official data on Italian companies through our Data Center in Padua, one of the most secure and most powerful in the country: a cutting-edge server farm characterised by environmentally sustainable logics. This is also home to the state-of-the-art services we provide in a centralised way via the internet and intranet. By investing in our ability to manage complex processes,

over the years we have designed and developed solutions to simplify relationships between companies and the Public Administrations, including, for example, digital signatures, certified e-mail and the *impresainungiorno.gov.it* portal. With the prospect of increasingly extensive digital inclusion, we are also studying "mobile first" solutions in order to make our services accessible in a simple, secure and intuitive way, promoting the culture and potential of digital identity. With this in mind, we created the electronic invoicing service for SMEs, the *impresa.italia.it* platform to access the InfoCamere ID and business digital drawer, our solutions for digital identity, designed with an eye to simplification and security, to support professionals and businesses.



THE DATA CENTER

THE ONLY PROVIDER

ABLE TO REIN IN

BILLIONS OF DATA POINTS

The Data Center in Padua provides all of its services based on a highly reliable logical and physical architecture. The Data Center is interconnected with the disaster recovery site through a highly reliable, 10-Gigabit Ethernet fibre optic cable with dual operator. More than 120,000 checks are carried out daily in a highly automated environment, guaranteeing more than 23 billion transactions each day, thereby maintaining service levels at > 99.99%.

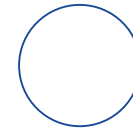
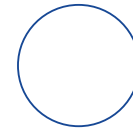
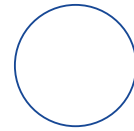
> 99,9%
SERVICE LEVEL

25 Billion
WEB REQUEST
PER YEAR

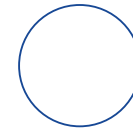
> 120.000
DAILY CHECKS ON
APPLICATION SERVICES

DIMENSIONS

The infrastructure is spread over two separate sites and is made up of over 3.700 physical and virtual systems, 14.000 TB storage capacity.



> 3.800
PHYSICAL AND VIRTUAL
SYSTEMS



14.000
TB STORAGE CAPACITY



PHYSICAL SECURITY

The physical security of the Sites is guaranteed by 24/7 protection with CCTV perimeter controls. Access to the DPC rooms and relevant areas is controlled by high security HID type proximity sensors and biometric devices.

Over 5,000 sensors to control physical parameters: temperature, humidity, anti-intrusion, fire- prevention, flood-prevention, power supply-air conditioning status. The data protection and conservation systems comply with the requirements of ISO/IEC 27001 Certification.

During 2020 InfoCamere has also completed a series of operations on infrastructure and plant, in compliance with AgID requirements for sites that are candidates to become a National Strategic Hub (PSN).



SECURITY OPERATION CENTER

InfoCamere has its own Security Operation Center (SOC), whose role is to oversee the company's IT systems. This centre has a proactive security approach by analysing possible vulnerabilities and then strengthening the defences as a result. It also has a reactive approach, whereby it immediately combats attacks through its Security Incident Response Team. It also has a predictive approach, assessing future and probable threats in order to best direct its defences. In order to pay even closer attention to security, InfoCamere's SOC works in close contact with an external SOC.

The SOC also promotes correct conduct among employees (awareness) and as part of infrastructure and application projects.

LOGICAL SECURITY

The logical security of all components is guaranteed through a perimeter protection service that is integrated with IPS and IDS services, aimed at preventing and detecting any threats.

All infrastructure components are constantly updated and data and systems are saved in order to guarantee operational continuity.

The data protection and preservation system has obtained ISO/IEC 27001 certification.

1 DATA CENTER IN PADUA

connected with the whole of Italy

1 DATA CENTER IN MILAN

as a disaster recovery site and secondary access point

The two Data Centers are connected via
10-GIGABIT ETHERNET FIBRE OPTIC CABLES
with dual operator.

GREEN INFRASTRUCTURE

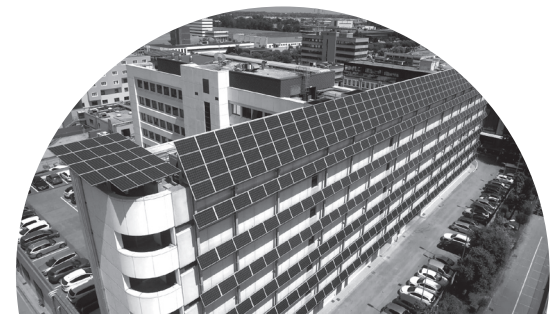
In the main Data Center, IT devices are installed on two high density islands with hot aisle containment (HAC), both made up of racks, placed on opposite rows, with a central corridor to contain the heat produced. Thanks to this technology, it has been possible to create a completely independent and thermally neutral area with respect to the surrounding environment. In fact, all the heat generated in the hot aisle is cooled and returned to the room at room temperature. The islands are cooled using an independent and state-of-the-art system with magnetic levitation compressors.

Cooling is achieved with water, making the best use of free-cooling and considerably reducing energy consumption, allowing a PUE level of <1.3 to be reached.

The InfoCamere site in Padua has a photovoltaic system covering over 1,000 m², which produces a peak of 151 kWp, contributing to the Data Center's energy requirements.



153 TONNES
of CO₂ saved
each year



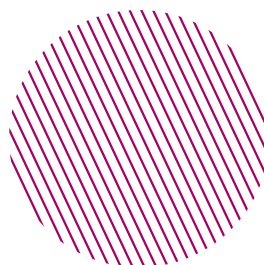
SERVICES

THAT BOOST THE COUNTRY'S EFFICIENCY

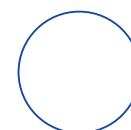
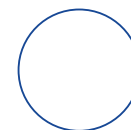
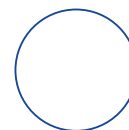
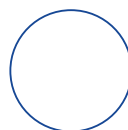
InfoCamere's IT services stand out for their flexibility and guaranteed assistance.

All the solutions on offer include support, back-up, monitoring and supervision services, organised along processes that are in line with ITIL best practices and that comply with ISO/IEC 20000-1 certification requirements.

The entire range of services is scalable and customisable to meet the needs of each client, offering the possibility to choose the preferred level of managerial autonomy: from full independence to delegating everything to InfoCamere.



96%
VIRTUALISATION
LEVEL



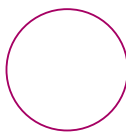
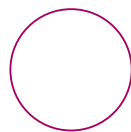
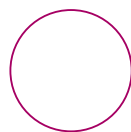
VIRTUAL DATA CENTER

The Private Cloud service offered by InfoCamere makes computational resources (CPU, RAM and Disk Space) and networking resources available. The catalogue includes various types of Hypervisor (Vmware, Microsoft, KVM), operating systems (Microsoft/Linux) and Middleware platforms.

A real **CLOUD**
in a **STATE-OF-THE-ART**
open environment

A QUALIFIED CLOUD SERVICE PROVIDER

On 1st July 2019, InfoCamere was included in the list of qualified CSPs by AgID, meaning it is now one of the providers that the Public Administration can use to acquire Cloud services. IC's first service to qualify was the IC for Cloud Virtual Data Center, an infrastructure service designed to offer clients the possibility to independently create and manage their own Virtual Data Center, by acquiring a customisable quantity of computational resources.



HOSTING AND HOUSING

The Hosting and Housing services for systems and applications, also as an Internet Service Provider, cater for environments with all levels of complexity, from Mission Critical architecture to websites and development environments.



2.600 TB
OF STORAGE
FOR BACK-UPS

OPERATIONAL CONTINUITY

By using the leading solutions available on the market, IC's Disaster Recovery and Continuous Availability services automate the replica processes for complete Virtual Data Centers or individual virtual machines, ensuring a reduced RPO and RTO.





DATA CENTER EXTENSION

By using the most innovative technology and extensive experience developed in the field, the Data Center extension applies solutions that are able to propagate the client's networks and infrastructure, like a sort of hybrid Cloud, guaranteeing efficiency and service continuity.



VDI SERVICE

The VDI (Virtual Desktop Infrastructure) service hosts 3,650 Virtual Desktops within the InfoCamere Data Center (PAAS mode). The number of VDI can be increased quickly and easily if required. The solution offered involves supplying latest generation desktops, equipped with MS Windows O.S, CPU, storage and applications that can be customised according to the needs of the client.



MIGRATION SERVICES

InfoCamere provides clients with its skills and knowhow in order to process infrastructure migration solutions that are able to meet client requirements in terms of functionality and performance.



DESIGNING INFRASTRUCTURE AND PROFESSIONAL CONSULTING

On demand solutions, such as IAAS, SAAS, PAAS, are just some of the models that can be designed and managed by InfoCamere, ensuring the use of highly skilled resources. InfoCamere has developed the necessary skills to design solutions that focus on growth prospects, efficiency and attention to costs. Cisco, CheckPoint, Vmware, Microsoft, Linux Red Hat, Netapp and EMC are just some of the technology choices in relation to which InfoCamere has consolidated its experience over recent years.

All services are followed by Technical Account Managers, allowing for the services provided to be carried out and checked in a correct manner, working with other professional figures such as SLA managers, incident managers and problem managers.

INNOVATION BRINGS CERTAINTIES AND CERTIFICATIONS

INFORMATION SECURITY

InfoCamere has implemented an Information Security Management System that has been certified in accordance with the ISO/IEC 27001 standard.

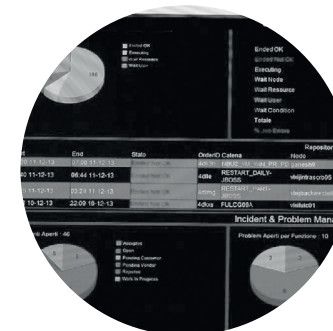
It is currently certified ISO 27001:2017 extended in line with the ISO/IEC 27017 guidelines for Cloud Security and ISO/IEC 27018 regarding Cloud Privacy.

QUALITY

InfoCamere designs, develops and delivers services in compliance with ISO 9001 standards. It was first certified in 1997 (ISO 9001:1994), then approved for Vision 2000 standards (ISO 9001:2000) and, finally, in March 2009, its certification was extended to the latest version (ISO 9001:2008). InfoCamere is currently certified ISO 9001:2015.

DOCUMENT STORAGE

InfoCamere is registered in AgID's Marketplace of preservation services and meets the general requirements as well as the quality, security and organisational requirements necessary for the provision of the service and identified in the 'Regulation on the criteria for the provision of computerised document preservation services', adopted by AgID Determination no. 455/2021.



IT SERVICES

InfoCamere has adopted a management system for IT services, obtaining the ISO/ IEC ISO 20000-1:2011 certification of conformity in 2018. InfoCamere is currently certified ISO 20000-1:2018.

OPERATIONAL CONTINUITY

InfoCamere provides IT systems with operational continuity, in accordance with the ISO 22301 standard. In 2018, InfoCamere obtained UNI EN ISO 22301:2014 certification. InfoCamere is currently certified ISO 22301:2019.

PADUA DATA CENTER RESILIENCE

The Padua Data Center has obtained certification according to the standard ANSI / TIA 942-B-2017 Rating 3, which certifies its compliance with the required resilience and reliability requirements.



ENVIRONMENTAL CERTIFICATIONS

Since December 2017 InfoCamere has adopted an Environmental Management System (EMS), obtaining ISO 14001 certification in the same year. In January 2019 InfoCamere signed up to the EMAS (Eco-Management and Audit Scheme), the EU scheme that businesses and organisations wishing to commit to assessing and improving their energy efficiency can join on a voluntary basis. It is currently ISO 14001:2015 certified.

VIGILANCE OVER SERVICES

As a provider of public services, InfoCamere is subject to vigilance by the Agency for Digital Italy (AgID) and the Ministry for Infrastructures and Transport, together with the Ministry for Economic Development, to ensure high levels of service quality and performance.

HEALTH AND SAFETY AT WORK

InfoCamere has adopted a Management system for Health and Safety at work (ISO 45001).





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InfoCamere



www.infocamere.it/data-center



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July 2024