

Secure Logic Data Center Services: Frequently Asked Questions for K-12 School Districts

Answers for Education Leaders Considering Continuous Hardware Refresh
Through Region 10 ESC Cooperative Purchasing

Introduction

This comprehensive FAQ document addresses the most common questions from K-12 superintendents, technology directors, Chief Financial Officers (CFOs), and school board members regarding Secure Logic's Data Center Colocation and Managed Services. Specifically designed for districts served by Region 10 ESC (North Texas) and available nationwide through Equalis Group, this guide covers technical capabilities, compliance (FERPA/CIPA), pricing models, and the unique "Continuous Hardware Refresh" approach that eliminates capital budget spikes. While the primary focus is K-12 education, the information is also applicable to county and municipal IT leaders utilizing the same cooperative purchasing contract for public sector infrastructure.

SECTION 1: ABOUT SECURE LOGIC & THE ALLIANCE

Q1: What is Secure Logic, and who are your partners?

Secure Logic LLC is a managed infrastructure provider purpose-built for public sector organizations, including K-12 school districts, county governments, and municipalities. We deliver comprehensive data center colocation, security governance, and complete hardware lifecycle management under one unified contract, eliminating the coordination burden of managing multiple vendors.

Our services span the full infrastructure stack: Tier III data center operations (partnering with OpenColo in Santa Clara, CA and DataBank in Dallas, TX), Virtual CISO (vCISO) security governance and compliance expertise (FERPA, CJIS, NIST frameworks), and end-to-end hardware management including sourcing, deployment, continuous refresh, and R2v3-certified secure disposal. All facilities feature dual utility feeds, generator-backed power, UPS protection, and are designed for continuous operation.

The Benefit: You get a single point of accountability (one SLA, one invoice, one support portal) for everything from physical infrastructure through compliance readiness, eliminating the vendor finger-pointing that typically occurs when issues arise across fragmented service providers.



Q2: What makes your "Continuous Hardware Refresh" model different?

Traditional colocation requires you to buy hardware upfront (Capital Expense) and then face a costly "refresh cliff" every 5 years. Our model is fundamentally different:

- **Zero Capital Expense:** We provide the infrastructure as a service.
- **Rolling Upgrades:** We proactively replace aging servers (3-4 years old) with current-generation hardware throughout the contract term.
- **Predictable Cost:** Your monthly rate includes these refreshes, so you never have to ask the Board for emergency server funds.

For Board Members: Think of this like a vehicle fleet lease that automatically swaps out old buses for new ones every few years, ensuring we never have an aging, unreliable fleet—all for a fixed monthly operational cost.

Q3: How long has Secure Logic been in business?

Secure Logic and its alliance partners have been serving public sector and enterprise clients for over 10 years. Our leadership team includes former K-12 technology directors and municipal CIOs who understand the unique constraints of public budgets and compliance requirements. We have successfully delivered infrastructure solutions for clients ranging from small school districts to large county governments.

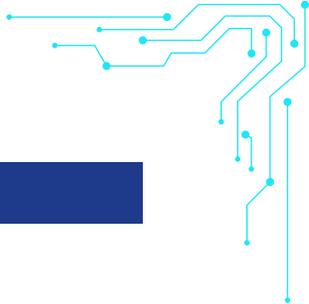
Q4: What size organizations do you typically serve?

Our solution scales effectively for:

- **Small Districts (1,000-3,000 students):** We provide enterprise-grade redundancy they could never afford to build on their own.
- **Medium Districts (3,000-10,000 students):** We replace aging server rooms and provide disaster recovery that internal teams lack the time to manage.
- **Large Districts (10,000+ students):** We offer massive scalability and geographic diversity for mission-critical systems.

Recent public sector projects include San Bernardino County (California), where we manage 60+ servers and 1.7 PB of storage with complex CJIS/HIPAA compliance requirements.





SECTION 2: REGION 10 ESC & COOPERATIVE PURCHASING

Q5: What is Region 10 ESC, and why should we use their contracts?

Region 10 Education Service Center (Richardson, Texas) is one of 20 ESCs established by the Texas Legislature to support school districts. It serves 80+ districts and 810,000+ students in North Texas.

Why use their contract?

- **Speed:** Eliminates the 6-12 month RFP process. The competitive solicitation is already done.
- **Compliance:** Meets Texas Education Code Chapter 44 and public procurement statutes nationwide.
- **Savings:** Leverages the collective buying power of hundreds of public agencies for better pricing.

Q6: Which Equalis Group contract covers Secure Logic's services?

Secure Logic's services are available through Region 10 ESC Contract Number **R10-1183D**. This contract was competitively solicited and awarded in accordance with public procurement guidelines.

Q7: Who is eligible to use this contract?

Through Equalis Group, this contract is available to eligible public sector entities nationwide, including:

- K-12 School Districts (Public & Charter)
- Higher Education Institutions (Community Colleges, Universities)
- City, County, and State Governments
- Special Districts (Transit, Water, Library)
- non-profit Organizations

Q8: How do we get started with Equalis Group?

1. **Join Equalis Group:** Visit www.equalisgroup.org/member-registration. Membership is free and carries no obligations.
2. **Access Contract:** Search for the Region 10 ESC Secure Logic contract to view pricing and documentation.
3. **Execute Agreement:** Sign a Participating Addendum or Interlocal Agreement (depending on your state).
4. **Issue PO:** Work with Secure Logic to define your scope and issue a Purchase Order referencing the contract number.



Q9: Do we still need to do our own RFP?

Generally, No. Cooperative purchasing is a legally recognized procurement method in all 50 states. Because Region 10 ESC has already conducted the formal competitive solicitation (RFP/RFQ) process, advertising, and evaluation, you can "piggyback" on this contract.

Quick Tip: Always verify with your local purchasing policy or legal counsel, but for most districts, Board approval of the Interlocal Agreement satisfies all competitive bidding requirements.

SECTION 3: TECHNICAL CAPABILITIES

Q10: What does "Tier III" data center mean for schools?

"Tier III" is an industry standard from the Uptime Institute indicating high reliability. For schools, it means:

- **99.982% Uptime:** Less than 1.6 hours of downtime per year.
- **Concurrently Maintainable:** We can repair power or cooling systems without shutting down your servers.
- **Redundancy:** Dual power paths (A and B feeds) and N+1 cooling.

Most school district server rooms are Tier I (single path, no redundancy), meaning a single power failure or AC breakdown takes the district offline.

Q11: Where are your data centers located?

We operate geographically diverse facilities to ensure disaster recovery resilience:

- **Primary:** Dallas, TX (DataBank DFW3) - Uptime Institute Tier III Certified, SOC 2 Type II.
- **Secondary/DR:** Santa Clara, CA (OpenColo) - Tier III design, SOC 2 Type II.

The 1,400+ mile separation ensures that a regional disaster (hurricane, earthquake, power grid failure) in one location will not affect the other.

Q13: How do you handle disaster recovery?

We implement a tiered recovery model included in your service:

Tier	Workload Example	RTO (Recovery Time)	RPO (Data Loss)
Tier 1	Student Info System, Payroll	4 Hours	15 Minutes
Tier 2	Email, File Servers	8 Hours	1 Hour
Tier 3	Dev/Test, Archives	24 Hours	24 Hours

We conduct **quarterly failover drills** and an **annual full DR test** where your team validates systems are running at the secondary site.

Q14: Can you support VMware vSphere, Hyper-V, etc.?

Yes. We provide the bare-metal infrastructure (servers, storage, network). You can run any hypervisor you choose, including:

- VMware vSphere / ESXi (most common in K-12)
- Microsoft Hyper-V
- Proxmox VE
- Nutanix AHV

We can also manage the hypervisor layer for you if requested.

Q15: What network connectivity options are available?

We provide:

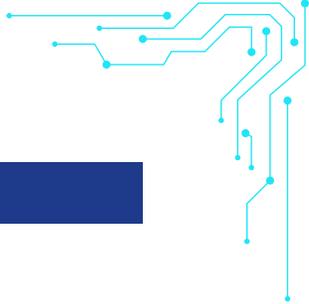
- **Blended Internet:** Carrier-neutral mix of Tier 1 providers (included bandwidth).
- **Private Transport:** Point-to-point circuits (P2P) or MPLS from your district office.
- **VPN:** Site-to-site IPsec VPNs for secure connectivity over public internet.
- **Direct Cloud Connect:** Cross-connects to AWS, Azure, or Google Cloud.

Q16: How quickly can you provision new infrastructure?

Because we maintain a \$20M inventory of ready-to-deploy hardware:

- **Standard Nodes:** 1-3 business days.
- **Custom Configs:** 5-7 business days.
- **Large Expansions:** 2-3 weeks.

Compare this to the 8-12 week lead times typical for purchasing your own Dell or HPE servers.



SECTION 4: SECURITY & COMPLIANCE

Q17: What compliance certifications do you hold?

Our facilities and operations align with:

- **SOC 2 Type II:** Annual audit of security, availability, and confidentiality.
- **ISO 27001:** International information security standard.
- **NIST 800-53:** Federal security control framework.
- **R2v3:** We support responsible recycling for secure asset disposal.

Q18: How does the "shared responsibility model" work?

We handle the infrastructure; you handle the data.

- **Secure Logic Manages:** Physical security, power, cooling, hardware, network perimeter, hypervisor (optional).
- **District Manages:** Operating systems, applications, user access, data encryption, content filtering policies.

Q19: Who has physical access to our servers?

Access is strictly controlled and logged:

- Secure Logic engineers (background checked).
- Authorized District IT staff (escorted or badge access).
- No unauthorized vendors or third parties.

All access points use biometric scanners and are monitored by 24/7 video surveillance.

Q20: Where is our data backed up?

We recommend a 3-2-1 strategy:

1. **Production Data:** Primary data center (Santa Clara).
2. **Local Backup:** Separate storage array at Primary site.
3. **Offsite Replication:** Secondary data center (Dallas) or Cloud (AWS S3/Azure Blob).



Q21: Do you provide vCISO services?

Yes. Through our partner **Salem CSO Partners**, we offer Virtual CISO services including:

- Security policy development.
- Annual risk assessments.
- Incident response planning.
- Vendor risk management.

This is ideal for districts that cannot afford a full-time Chief Information Security Officer.

Q22: How do you handle FERPA compliance?

We provide the **Physical and Technical Safeguards** required by FERPA:

- Secure facility access prevents unauthorized physical contact with servers.
- Network segmentation ensures your student data is isolated from other clients.
- Secure disposal (R2v3) guarantees old hard drives are physically destroyed, preventing data leakage.

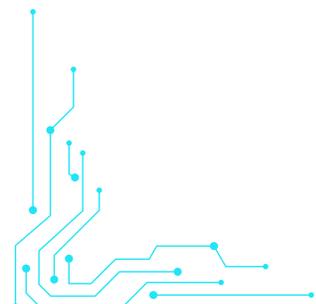
We provide a SOC 2 report you can hand to your auditors as evidence of these controls.

Q23: What about CIPA (internet filtering requirements)?

CIPA compliance (required for E-Rate) remains a district responsibility, but our infrastructure supports it. You can run virtual appliances for filtering (Lightspeed, Securly, ContentKeeper) within our environment, or route traffic through your cloud-based filtering provider. We do not interfere with your filtering policies.

Q24: Can you meet IRS Publication 1075 requirements?

Yes. For financial systems processing Federal Tax Information (FTI), we meet the strict physical security, logging, and background check requirements of IRS Pub 1075. We can provide a compliance matrix mapping our controls to IRS requirements for your audit.



SECTION 5: PRICING & BUDGETING

Q25: How is pricing structured?

We use a simple, predictable unit-based model:

- **Per Node Fee:** Monthly cost per server (based on CPU/RAM specs).
- **Storage Fee:** Monthly cost per TB of storage.
- **Included:** Power, cooling, rack space, bandwidth, hardware refresh, and support.

No complex power calculations or variable cooling fees.

Q26: What contract terms are available?

- 1-Year: Maximum flexibility.
- 3-Year: Standard term (approx. 10% discount).
- 5-Year: Best value (approx. 20% discount), locks in pricing for long-term budget stability.

Q27: Can we scale up or down during contract?

Yes.

- **Scale Up:** Add nodes anytime at the contracted rate.
- **Scale Down:** You can reduce capacity with 30 days' notice (subject to minimum commit levels in contract).

Q28: What happens at contract end?

You have three options:

- **Renew:** Continue service (often at lower rates as hardware costs drop).
- **Purchase:** Buy the equipment at fair market value and take it in-house.
- **Migrate:** Move to another provider (we assist with data offloading),

Q29: Are there any upfront costs?

No. There are no setup fees, implementation fees, or capital purchases required. Your first invoice begins only when the infrastructure is handed over for production.

Q30: How does billing work for multi-department agencies?

We can provide **split billing** or detailed chargeback reports. For example, if a County shares infrastructure between the Sheriff's Office and Health Department, we can tag resources and show exactly how much each department consumes for internal billing.



SECTION 6: MIGRATION & IMPLEMENTATION

Q31: How long does migration take?

A typical K-12 migration takes **6-8 weeks** from contract signature to go-live:

- **Weeks 1-2:** Discovery & Planning
- **Weeks 3-4:** Infrastructure Build & Network Setup
- **Weeks 5-6:** Data Replication & Testing
- **Week 7:** User Acceptance Testing (UAT)
- **Week 8:** Final Cutover Weekend

Q32: Will there be downtime during migration?

Minimal. We use replication technologies (like Veeam or Zerto) to sync data while your current systems remain live. The final cutover typically requires a **scheduled maintenance window** (e.g., Friday night to Sunday morning) where systems are briefly paused to sync final changes and switch DNS. Unplanned downtime is avoided.

Q33: What support do you provide during migration?

Migration support is **fully included**. Our team:

- Assesses your current environment (RVTools).
- Builds the new environment.
- Sets up the VPN/network tunnel.
- Configures replication jobs.
- Executes the failover plan with your team.

Q34: What information do you need from us to begin?

- Virtualization inventory (RVTools export).
- Network diagram (IP schemes, VLANs).
- List of critical applications and dependencies.
- Compliance requirements (e.g., "Must encrypt data at rest").

Q35: Can we migrate during the school year or only summer?

We can migrate anytime. While summer is popular, many districts **prefer school-year migrations** (e.g., Fall Break, Spring Break, or long weekends) because key staff are present and not on vacation. We work around your academic calendar.

SECTION 7: OPERATIONS & SUPPORT

Q36: How do we submit support requests?

- **Service Now Portal:** Submit and track tickets online.
- **Email:** support@securelogic.us (auto-creates ticket).
- **Phone:** 24/7 Support Operations Center (SOC).

Q37: What are your SLA response times?

Priority	Definition	Response Time
P1 Critical	System Down / Operations Halted	15 Minutes
P2 High	Major Function Impaired	1 Hour
P3 Medium	Minor Issue / Single User	4 Hours
P4 Low	Request for Info / Change	8 Hours

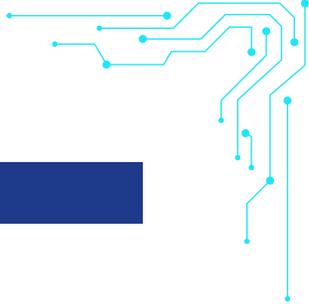
Q38: What reports do we receive?

We provide:

- **Monthly Uptime Report:** Proves SLA compliance.
- **Capacity Report:** CPU/RAM/Storage usage trends.
- **Security Report:** Patch status and access logs.
- **Quarterly Business Review (QBR):** Strategic planning meeting.

Q39: Can we visit your data centers?

Yes. We encourage tours for District leadership, Board members, and auditors. Seeing the physical security (biometrics, mantraps, generators) builds confidence. Tours can be scheduled with 48 hours' notice.



SECTION 8: CONTRACT & RENEWAL

Q40: What happens at end of contract term?

Most districts renew. Because we've been refreshing hardware continuously, you aren't stuck with old gear. Renewal is a simple amendment to extend the term, often maintaining your existing rate.

Q41: Can we exit early if circumstances change?

Yes. Contracts include a termination for convenience clause (typically with 90 days' notice and an early termination fee). If Secure Logic fails to meet SLAs (termination for cause), you can exit without penalty.

Q42: How often is hardware refreshed?

If you have a specific performance need (e.g., new AI initiative requiring GPU servers), we can upgrade specific nodes mid-contract. This may adjust your monthly rate slightly to cover the premium hardware.

SECTION 9: SPECIFIC SCENARIOS

Q43: We run Tyler SIS/Skyward/PowerSchool - any gotchas?

We host these systems for many districts.

- **Tyler:** Works perfectly. We ensure low-latency connectivity for database performance.
- **Skyward:** If you host Skyward on-prem (not SaaS), migration is seamless.
- **PowerSchool:** We support both the app and database tiers.

Tip: We coordinate with your software vendors during migration to ensure license keys and IP addresses are updated.

Q44: We have 100+ cameras with 90-day retention - can you handle video storage?

Yes. Video storage is one of our most common use cases. We provide tiered storage (high-speed for recent footage, lower-cost archive for older footage) to keep costs down while meeting the 90-day retention policy.

Q45: Should we go to AWS/Azure instead?

Public cloud is great for some things, but expensive for others. Secure Logic is typically **40-60% cheaper** than AWS/Azure for steady-state workloads (like VMs running 24/7) because we don't charge for egress bandwidth or disk operations.

Q46: We're a small district (1,500 students) - is this affordable?

Yes. For small districts, we offer a "Fractional Infrastructure" model. You don't have to buy a whole rack. You can reserve just the compute/storage you need (e.g., 5 servers worth), getting Enterprise reliability at a Small District price point.

Q47: We're considering consolidation with neighboring district - what happens?

Our model is flexible. If you consolidate, we can merge your environments into a single tenant, scale up the surviving district's capacity, and decommission the redundant infrastructure, saving the new consolidated district money.

Q48: What internet connectivity is included, and will we have full access?

Secure Logic provides **100Gb internet connectivity** at our data center environment. Customers have **full access** to their hosted environment, including administrative control of their systems (as authorized by the district), visibility into network paths and performance, and the ability to manage configurations and workloads directly. We also support dedicated connectivity options (VPN, private circuits, and cross-connects) when required.

Contact Information



Available through Region 10 ESC Contract # R10-1183D via Equalis Group.



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