DESCRIPTION OF GODADDY'S HOSTING SERVICES SYSTEM

Background

GoDaddy, based in Scottsdale, Arizona, provides a broad range of internet business software and services. GoDaddy's hosting services refer to the housing, maintenance, and provision of internet service (bandwidth) to servers. GoDaddy offers the following hosting services which are covered by this system overview:

- Web Hosting including cPanel for Linux, Parallels Plesk for Windows, and legacy Shared/Grid Hosting products (4GH)
- WordPress Hosting
- Servers – Cloud, Dedicated, and Virtual Private

GoDaddy's hosting services are housed in the following domestic and international data center locations, with the breakdown of hosting services as referenced in the table below:

Data Center	cPanel	Plesk	Legacy Shared	WordPress	Cloud	Dedicated	Virtual Private
Ashburn, VA	✔	✔		✔	✔		
Phoenix, AZ (Buckeye)	✔	✔	✔	✔	✔	✔	✔
Phoenix, AZ (K2)						✔	✔
Scottsdale, AZ, (Perimeter)						✔	✔
Amsterdam, Netherlands	✔	✔	✔		✔		✔
Singapore	✔	✔	✔		✔		✔

Infrastructure

Shared web hosting services and WordPress hosting house multiple customers in a single server cluster, following a multi-tenant architecture. Customers interact with their hosting environment using the applicable control panel – cPanel for Linux, Parallels Plesk for Windows, and Hosting Control Center (HCC) for the legacy shared environment. Customers manage their own content including information stored on MySQL and MS SQL customer databases. Customers are also responsible for website setup and backups. GoDaddy manages system and hardware level security and patching.

Dedicated servers provide customers with an entire single-tenant virtual machine housed on a single hypervisor[1]. Initial configuration is performed by provisioning code on the hypervisor based on customer

---

[1] A hypervisor or virtual machine monitor (VMM) is a piece of computer software used to create and run virtual machines (VM) on a physical server. A hypervisor is capable of running one or more VMs on a single physical server.

elections made during the setup process. The customer manages system level access and is responsible for server setup, security, patching, and backups while GoDaddy manages hardware level security for all dedicated servers. GoDaddy manages system and hardware level security and patching over the hypervisors used in the provisioning process.

Virtual private servers provide customers with one of several multi-tenant virtual machines housed on a single hypervisor. Initial configuration is performed by provisioning code on the hypervisor based on customer elections made during the setup process. Each customer manages system level access to their own virtual server environment. Customers are responsible for server setup, virtual server security and backups while GoDaddy manages hardware level security patching. GoDaddy manages system and hardware level security and patching over the hypervisors used in the provisioning process.

Cloud servers house several customer servers on a single hardware server cluster, following a multi-tenant architecture. Initial configuration is performed by provisioning code on the hypervisor based on customer elections made during the setup process. Each customer manages system level access to their own cloud server environment. Customers are responsible for server setup, server security and backups while GoDaddy manages hardware level security patching. GoDaddy manages system and hardware level security and patching over the hypervisors used in the provisioning process.

Cloud servers may be configured using Linux operating systems. All other hosting offerings may be configured using Windows or Linux operating systems.

Multiple layers of security protect the servers including firewalls, IPS, and IDS monitored by a 24x7x365 in-house security team.

Software

The Plesk, cPanel, and Wordpress applications are supported by third party vendors. GoDaddy developers and engineers manage the API code which installs the third-party software in customer hosting environments. Hosting Control Center (HCC) enables setup and management of legacy shared hosting and is an internally developed application that is supported by GoDaddy developers and engineers..

Databases supporting the hosting servers run either MS SQL Server or MySQL. Parallels Virtuozzo and Bare Metal (PSBM) are used to create the virtualized server environments for Dedicated Servers and Virtual Private Servers. Open Stack is used to create the virtualized environment for Cloud Servers.

Data

For hosting services, data constitutes customer account setup information. For cloud servers, account setup is processed online through the cloud servers page and provisioned onto each customer's hosting environment. For all other products, account setup is processed online through the hosting gateway and provisioned onto each customer's hosting environment. Data excluded from this description includes both user content and applications installed by GoDaddy's customers within their own hosting environments.

People

GoDaddy 24x7x365 teams provide direct support to hosting customers including:

- Inbound hosting support provides customer service and technical assistance
- Professional hosting services provides level two technical assistance for issues that cannot be resolved by inbound hosting support
- Hosting operations manages the hosted systems infrastructure and may provide level three technical assistance for hardware related issues

- Hosting product development and engineering teams manage and support hosting products and services and may provide level three technical assistance for software related issues

Additional functions within GoDaddy that support the hosting environment are:

- Physical security is responsible for the safety of the buildings in which GoDaddy operates
- Data center operations performs day-to-day operation of servers and related peripherals in addition to break-fix hardware support
- IT Security is responsible for oversight of the IT Security Policy and for maintaining and upgrading security equipment
- Computer Security Incident Response Team (CSIRT) is a 24x7 operation that responds to security detection events, inventory events for analysis, and monitors industry trends in IT Security
- Identity and Access Management team is responsible for provisioning and de-provisioning user access
- Network Operations Center (NOC) maintains the communication environment and monitors the network infrastructure for any downtime
- Human Resources and the Customer Care Center (C3) professional development teams are responsible for employee onboarding and training