



Datacentre Operations Managed Services

In today's IT driven world, the day-to-day management of the datacentre environment can be both time consuming and labour intensive for many customers.

FDS offers a scalable service to alleviate these pressures and meet bespoke requirements for datacentres, from basic onsite tasks to full day-to-day running services.

FDS can deliver datacentre services in line with the customer's existing operational control procedures or if required, can help develop these procedures using tried and trusted methodology.

The key components of the service are:

- Hands and eyes support.
- Installation and decommissioning services.
- Cabling services.
- Media management.
- Datacentre administration support.
- Site escorting.
- Goods receipt logistics.
- Datacentre floor management support.
- Asset management.

Hands and Eyes Support

Typical services include, but are not limited to:

- Monitoring console messages.
- Monitoring device status.
- Power off/on computer equipment as requested.
- Re-setting servers.
- Checking connections and re-plugging network and fibre leads.
- Connecting and removing external hard drives for data transfer services.
- Establishing a temporary cable connection between two devices (especially network devices).
- Remote monitoring.
- Proactive identification of problem trends and quality issues including written reporting with recommended corrective actions.



Installation and Decommissioning Services

FDS can provide relocation and installation services for equipment into the datacentre environments, including hardware configuration and operating system load. FDS can also decommission end of service life servers and products, including secure data erasure and disposal services.

Cabling Services

- FDS can provide cabling services for new equipment/racks being deployed within the datacentre. Cabling upgrade services are also available for existing infrastructure within the datacentre.
- Using industry standards, testing equipment can highlight any faulty cables that require replacing.

Media Management

As part of the service FDS can manage the entire media lifecycle including:

- Media inventory: full audit trail.
- Media stock: replenishment upon demand rather than holding vast stocks.
- Working with customer's existing suppliers to handle and recall secure offsite media storage.
- Secure destruction of obsolete or damaged media.



Site Escorting

FDS can provide an escorting service to visiting service technicians or other partners not authorised or security cleared to enter or work on their own within the datacentre premises.

FDS will ensure that the escorted persons comply with the datacentre safety and security rules and policies.

Task descriptions include but are not limited to:

- Receiving escort requests and ensuring all security procedures are followed.
- Meeting and booking in visitors at reception.
- Escorting the visitor to the equipment's location.
- Supervising the engineer until the work is finished, ensuring work undertaken meets customer standards.
- Escorting the visitor out of the building.

Goods Receipt Logistics

Professional management of the logistics is a critical element of the service, as it is a prerequisite for tracing the movement of assets within the datacentre. This ensures the protection of the datacentre and customer investment.

Key tasks within this service are:

- Reception of deliveries.
- Shipping goods.
- Onsite inventory management.
- Waste management.

Datacentre Floor Management and Support

FDS can oversee the premises and advise customer management of any risks with the general communicated standards of order, safety, security, installations and cleanliness in regards to the datacentre.

These services can include:

- Being the initial point of contact for the customer's suppliers within the datacentre, who are delivering services such as telecoms, electrical services, and facilities management.
- Creating or maintaining existing datacentre operations documentation, in conjunction with the customer, to ensure all personnel within the datacentre follow set procedures.
- Production of a non-intrusive risk log to identify potential issues to ensure corrective actions can be taken by management.
- Raising incidents for third party suppliers.
- Ensuring correct documentation (i.e. Permit to Work) is raised and approved by the relevant system or service owners.
- Communicating managed and planned outages to customers and all stakeholders.
- Assisting the customer with datacentre audits.

Datacentre Administration Support

FDS can provide specialist resources that are account specific to ensure all policies and procedures are followed when various activities are required within the datacentre.

These can include:

- Raising incidents for third party suppliers.
- Ensuring correct documentation (i.e. Permit to Work) is raised and approved by the relevant system or service owners.
- Communicating managed and planned outages to customers and all stakeholders.
- Assisting the customer with datacentre audits.
- Assisting the customer to maintain existing certification within their datacentre.
- Asset tracking and management.

Additional Information

These services can be tailored to meet customer specific requirements. They can be delivered across multiple locations. The service window can range from Monday – Friday business hours through to 24 x 7 x 365 cover.

Further Information

For more details please contact: solutiondesign@dxcfds.com

FDS

A DXC Technology Company

The information contained herein is subject to change without notice. FDS shall not be liable for technical or editorial errors or omissions contained herein. October 2017