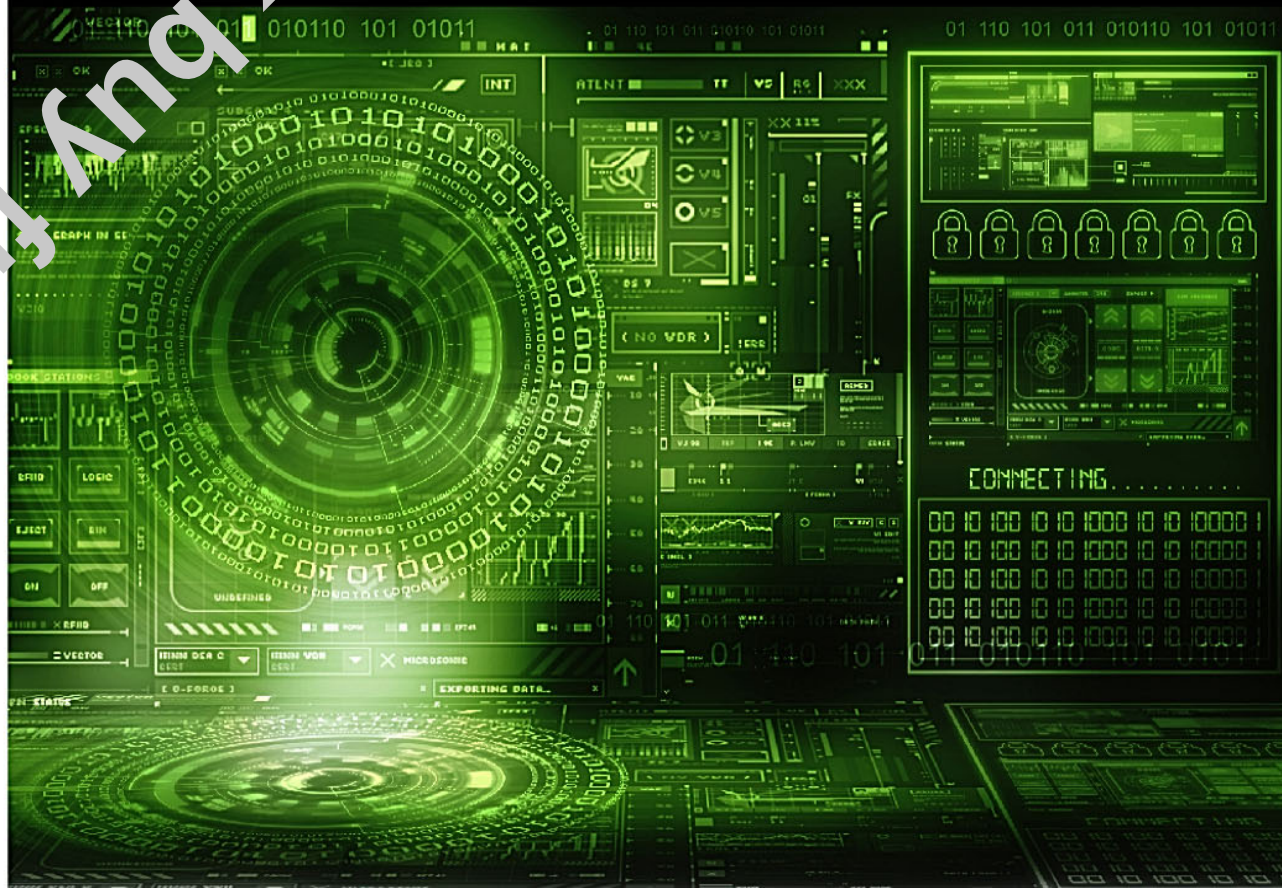


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Data Center
Operations and Maintenance
Best Practices



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***Data Center Operations and
Maintenance Best Practices***

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PREFACE

Revision History

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1 Introduction

1.1 General

This standard is written with the expectation that the reader is familiar with the different facets of operating and maintaining data center IT systems and supporting facility systems. The reader should understand from which role and point of view he or she intends to use this document (e.g., information technology, facilities, other corporate internal or external to the owner). Refer to Sections 1.2.1 –1.2.3 below.

1.2 Purpose

This standard provides a reference of common terminology and operating practices. It is not intended to be used by managers, administrators or technicians as their sole reference or as a step-by-step operations guide, but may be used by such persons to determine operation requirements in conjunction with the data center owner, management, administrators, technicians, and in the case of data center outsourcing vendors - customers.

This standard is intended primarily for:

- Data center owners
- Data center management
- Data center operations
- Project managers
- Information and communications technology (ICT) project managers, technicians and system administrators

Additionally, individuals in the following groups are also served by this standard.

1.2.1 ICT Operations

1.2.1.1 ICT Representatives

ICT operations that may use BICSI 009 to develop policies and procedures include:

- Application developers
- Server, storage and network system administrators
- Network Security
- ICT network cabling technicians
- Network operations center (NOC) technicians
- Rack & stack technicians
- IT service desk support and knowledge management
- Change management
- Project management
- Risk management

1.2.1.2 ICT Groups

Each of the ICT representatives listed above may work within one or more of the following areas of responsibility:

- Planning and design
- Intake and transition
- Release management
- Change management
- General operations
- Risk management

ICT operations should coordinate policies and procedures with Facility operations to ensure the policies and procedures of one discipline does not introduce unnecessary risk on the data center operations.