

# Operational Excellence: How do we achieve it?



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# What is Operational Excellence?

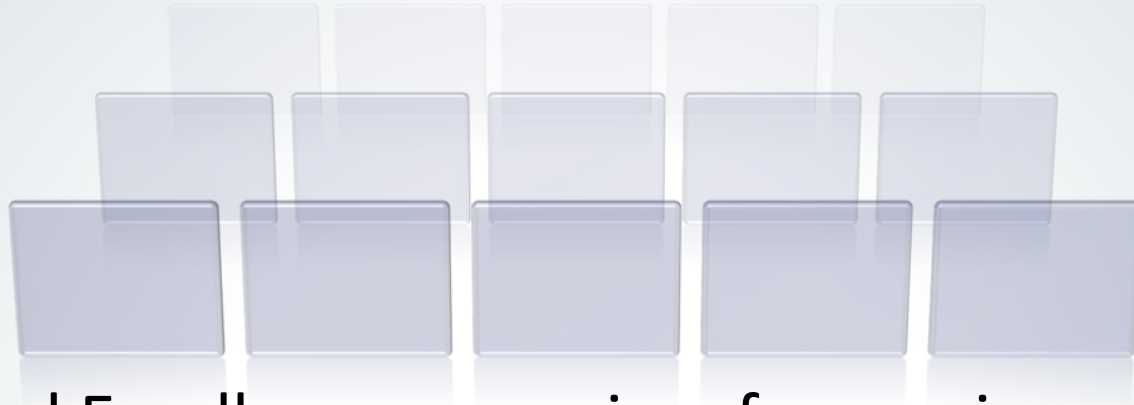
Operational Excellence is about meeting, or exceeding, the expectations of service delivery for the client.

Maximum availability

Maximum efficiency

Maximum flexibility

Minimum cost



## Operational Excellence comprises four main components:

Best practices observed using standards based design

Procedures developed for efficiency and availability

Staff skillset assessment and training to meet business operational requirements

Budget management and cost control

## Best practices observed using standards based design

ANSI/BICSI 002 Dec 2014

ANSI/TIA 942-A Mar 2014

EN 50600-1 June 2013

EN 50600-2.1 -2.6 (1,2&3 2014, 4 2015, 5 2016 6 WIP)

Russian Data Centre Association Standard WIP

Uptime Institute recommendations





## Procedures developed for efficiency and availability

### New DC Availability assessment tool

Comprises comprehensive checklist of more than 1000 points

Created by global industry experts who actually design, build, own or operate DCs, not just review them

Tried and tested on several major facilities

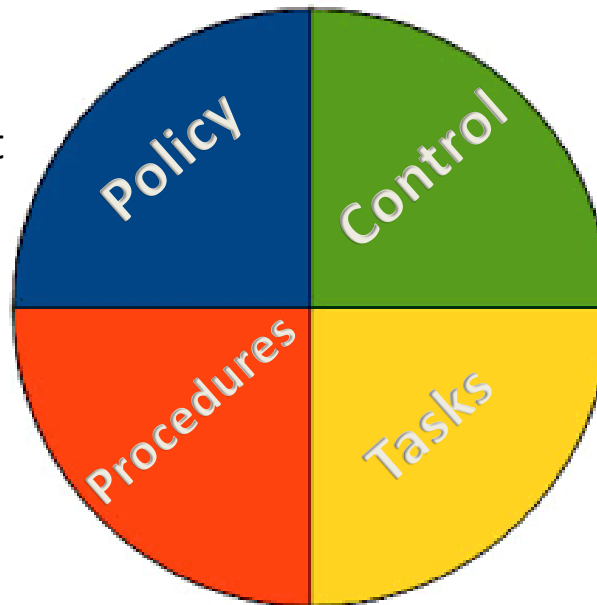
Reviews 'as built' infrastructure, operational policies & procedures, and in house skillset training programme

Due for release within the next 6 weeks



## What does the new Availability review cover?

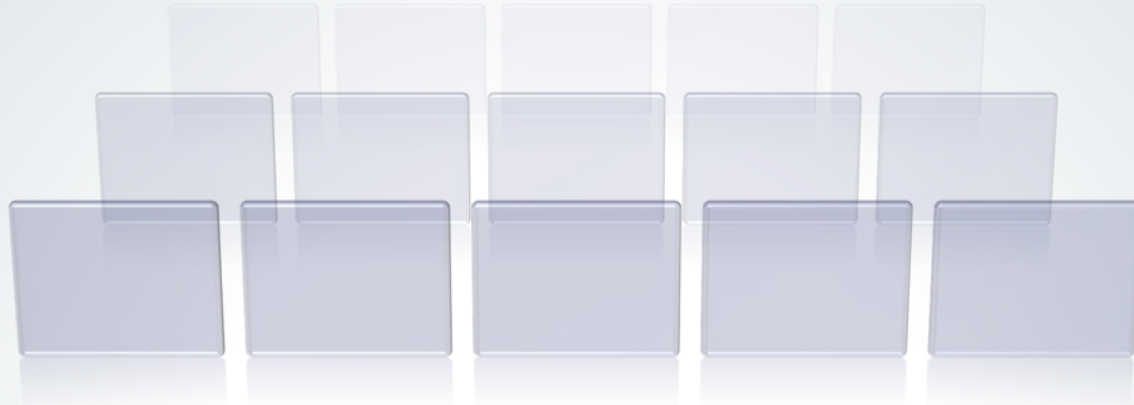
What policies already exist



Are there controls in place to ensure compliance

Do the procedures meet policy requirements

Are tasks correctly applied to follow all recommendations



## Staff skillset assessment and training

Assess staff experience and operational qualifications  
Create staff training matrix and produce tailored training programme

Conduct annual training skills update classes

Training now provided for:

Operations management

System/ facility designers

Energy efficiency engineers

**Data Centre Certified Technician**





# Topics which should be understood by DC Technician

Health & Safety in the Data Centre

Electrical systems, operation & Maintenance

Cooling system management

Moves Adds and Changes process

Life safety systems

IT system connectivity

Energy Efficiency recommendations

Copper and Fibre cabling systems

Project Management

DCIM and BMS systems





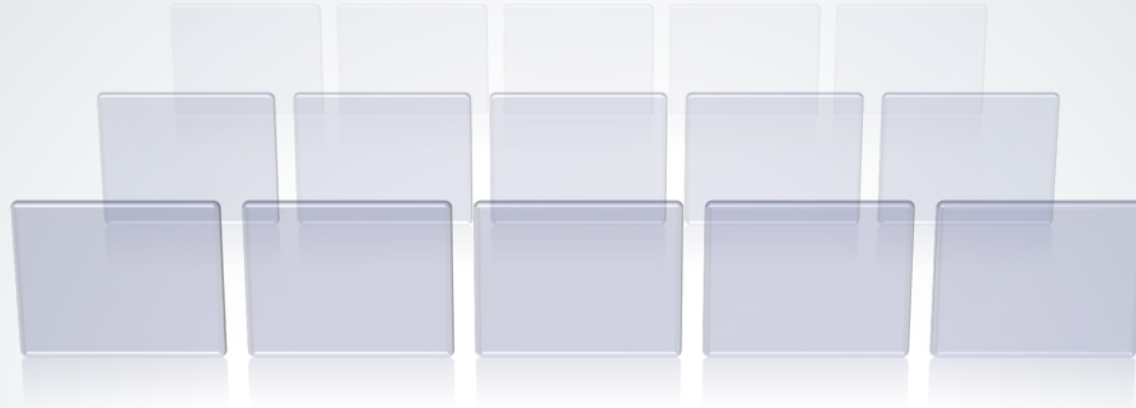
## Data Centre Certified Technician

The course has been created in response to the findings that 70% – 80% of incidents in DCs are as a result of human error

Technicians are at the heart of the day to day operations of the data centre

The course will be part of the existing global certification programme and will be recognised by many leading data centre authorities

The course will also be taught at Plekhanov as part of their post graduate curriculum



## Budget management and cost control

Purchasing policies constantly reviewed

3<sup>rd</sup> Party KPI tied to support contracts

Energy efficiency improvements tied to operations budget

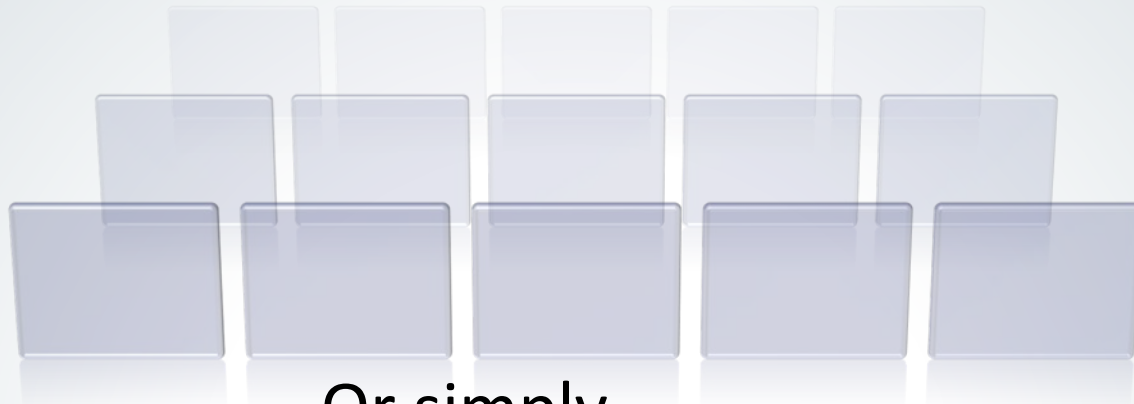
Staff retention/replacement costs monitored

Training costs compared with cost of outage



## Summary of how to achieve Operational Excellence:

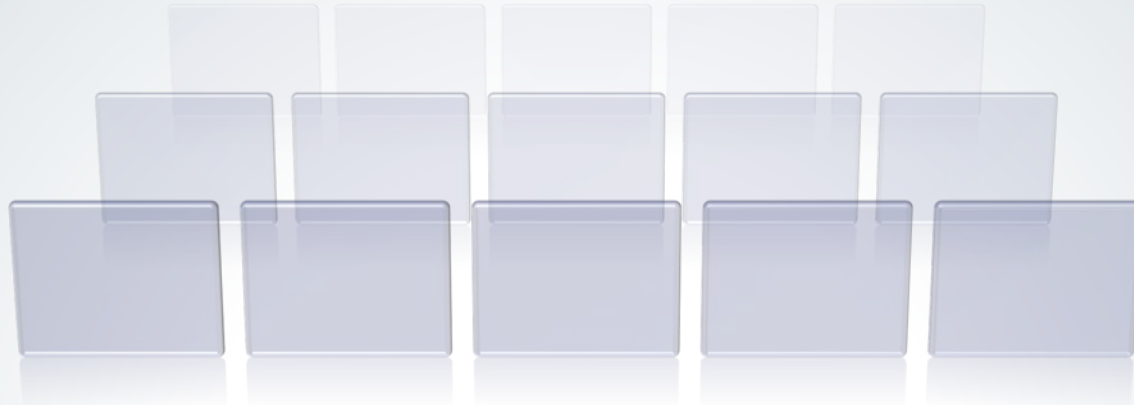
1. Ensure the facility is in compliance with design standards
2. Ensure Policies and Procedures are written to maximise performance
3. Verify in-house/ outsourced skills, and train if necessary
4. Install measures to manage and control operational spend



Or simply.....



Conduct new 1000 point assessment process  
Read the report  
Apply the recommendations!



Thank you for listening,  
Any Questions

