



11/8 Sharikopodshipnikovskaya  
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# Design & Build The Facility Operation Team



## Operation of DataSpace1



- Tier III Certified Concurrently Maintainable
- 4.3 Megawatt IT Load
- 15 Engineers on staff
- 24/7 On Site Engineering and Security
- Dedicated Client Service Team

# Critical Reasons for Structuring Operations

No Matter How Well Designed... And How Well Built....



If You Don't Operate Correctly, Sooner or Later...



## First – Start Early

- Good People  
Can be Hard to Find
- The Ops Team can contribute to  
Design, Build and  
Commissioning
- Time for Training, and Developing  
and Practicing Procedures
- People, Procedures and Systems  
in place prior to “Go Live”



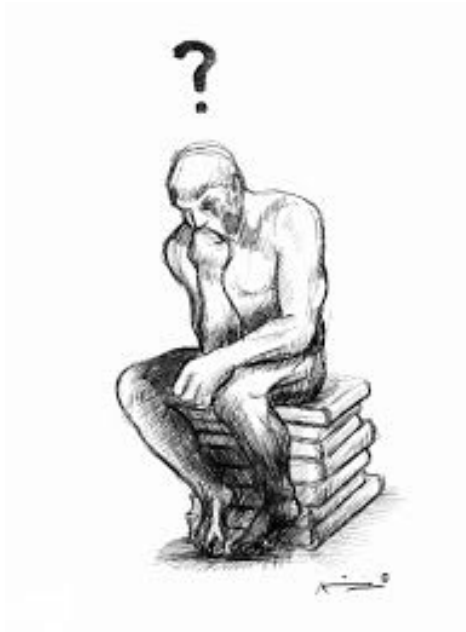
## Key Environmental Factors



- Production versus Development
- Homogenous versus Diversified IT
- Steady versus Fluctuating Power/Cooling
- Ramp Rate and Phasing
- External Resource Availability

**WHAT ARE THE KEY ENVIRONMENTAL FACTORS WHICH WILL AFFECT YOUR OPERATIONS TEAM?**

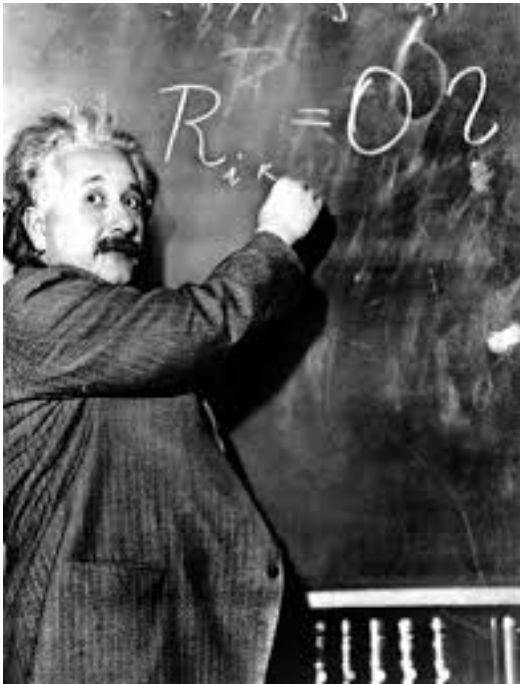
## Key Decisions



- Reliability / Availability Levels
- Staffing Profile – 24/7, Extended Day, Business Day, Lights out
- Qualifications and Job Descriptions
- Insource vs. Outsource – Staffing
- Insource vs. Outsource – Maintenance

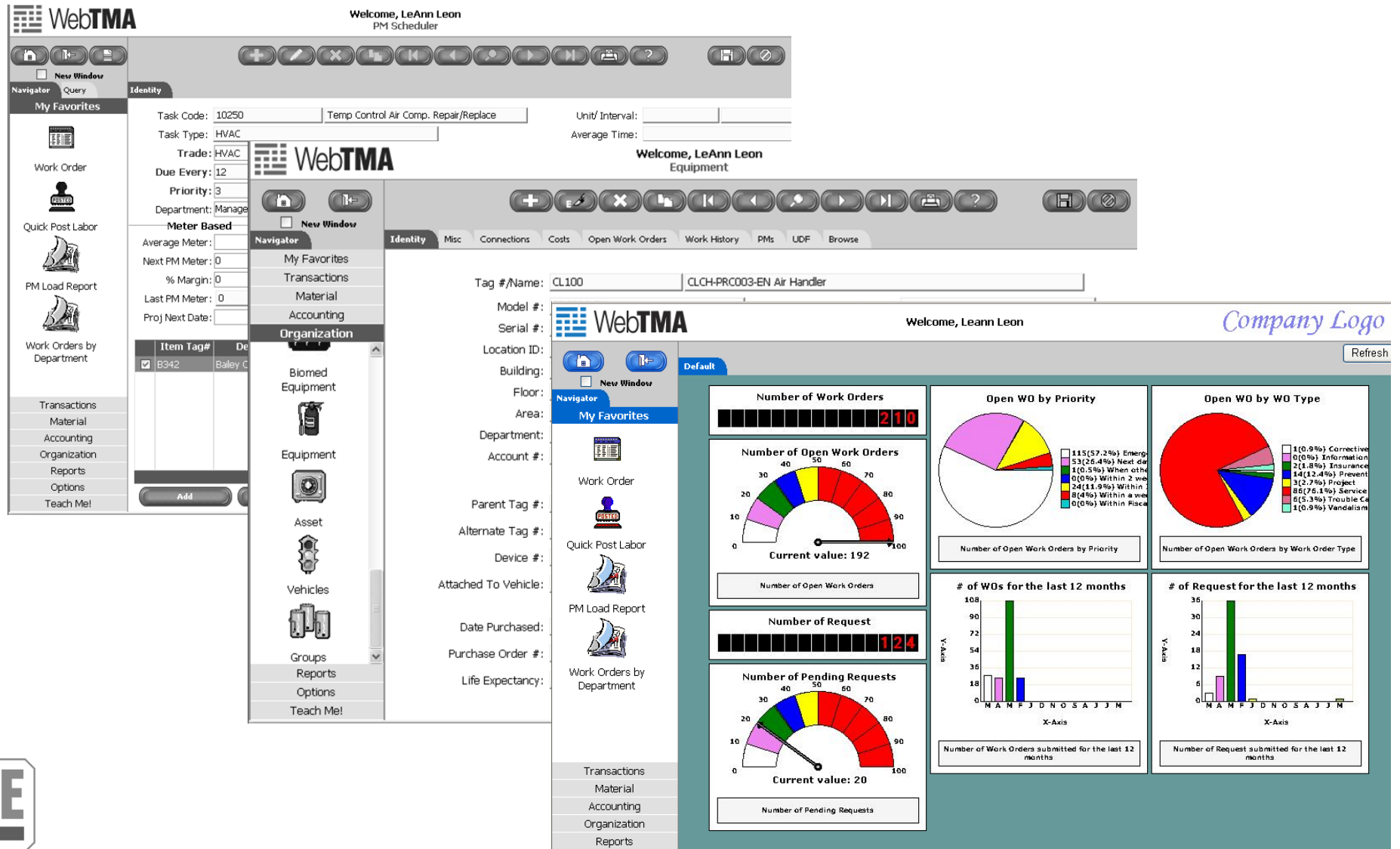


## The Value of Training



- Training reduces human error (the source of 70% of all downtime).
- Training Creates Consistency.
- Training Reduces Mean Time to Restore.
- Training Supports Retention.
- Training Creates Safety For: Employees, Equipment, Environment.





**WebTMA** Welcome, LeAnn Leon  
PM Scheduler

Task Code: 10250 Temp Control Air Comp. Repair/Replace Unit/ Interval: Average Time:

Task Type: HVAC Trade: HVAC Due Every: 12 Priority: 3 Department: Manage

Average Meter: Next PM Meter: 0 % Margin: 0 Last PM Meter: 0 Proj Next Date:

Item Tag# De  
B342 Bailey C

WebTMA Welcome, LeAnn Leon  
Equipment

Tag #/Name: CL100 CLCH-PRC003-EN Air Handler

Model #: Serial #: Location ID: Building: Floor: Area: Department: Account #: Parent Tag #: Alternate Tag #: Device #: Attached To Vehicle: Date Purchased: Purchase Order #: Life Expectancy:

WebTMA Welcome, LeAnn Leon  
Company Logo Refresh

**Number of Work Orders**  
210

**Open WO by Priority**

115 (57.2%)	Emerg
53 (26.4%)	Next de
10 (5.5%)	When oth
0 (0%)	Within 2 we
24 (11.9%)	Within 1 we
8 (4%)	Within a we
0 (0%)	Within Place

**Open WO by WO Type**

1 (0.9%)	Corrective
0 (0%)	Information
2 (1.8%)	Insurance
14 (12.4%)	Prevent
3 (2.7%)	Project
85 (75.1%)	Service
6 (5.3%)	Trouble Ca
1 (0.9%)	Vandalism

**# of WOs for the last 12 months**

**# of Request for the last 12 months**

**Number of Request**  
124

**Number of Pending Requests**  
20



## Setting up the Library

- Complete Design, Build and Test Documentation.
- Continuous update (internal) to reflect changes in state, procedures or policies.
- Immediate update (external) for manufacturer or industry bulletins into operations procedures.
- Documentation standardized across systems and sites.



## Spares and Consumables



- What is the supply chain for the critical spares your data center requires?
- What are your Vendors commitments to stocking your critical spares?
- What delays can you tolerate in Time To Repair?

The best time to negotiate with vendors is during the capital equipment purchase:



- Service Contract Pricing and Response Times
- Initial Training & Later Training for new hires
- Spare Parts Stocks specific to systems purchased
- Documentation

## IN SUMMARY



- Team on board early
- Team fully involved in design, construction
- Plan to match the environment, and the needs of the stakeholders
- Vendor selection based on more than just CapEx
- Document everything
- Think “long term” from the start



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THANK YOU  
FOR YOUR ATTENTION

