

SHARED HOSTED DATA CENTER CROSS CONNECTS TO MODULAR SPACE PROCESS

JULY 5, 2017

Revision History

Revision #	Date of Release	Purpose
v.1.0	Date here	New Procedure

Approvals

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	
Mike McCaffrey	Program Manager – IT Facilities, SHDC	
Luke Davis	IT, SHDC	

PURPOSE

To provide guidance to agencies that want to have cross connects from the agency DC-7 modular space to the ADOA SHDC raised floor space. This process describes all the actions required by multiple stakeholders to have the cross connects connected.

ENTRY CRITERIA

SHDC CROSS CONNECTS TO MODULAR SPACE

Step	Responsibility	Action
1.	Agency	Submit a request to CenturyLink Sales team for a new task order for cross connects from the DC-7 meet me room (MMR) to your modular. Please include in the request "ADOA SHDC Personnel will identify the ports to use in the MMR." CenturyLink Sales Team: Colby, Chad (Chad.Colby@CenturyLink.com) (480)-560-1890 Rohner, Chad (Chad.Rohner@CenturyLink.com) (602) 512-2551
2	Agency	Submit ticket to ADOA Service Desk and AZNet Support ticket for cross connects for IO SHDC Space. Please mention to assign to the IT Infrastructure Manager & Data Center Team personnel and AZNet II engineers. ADOA Service Desk (ServiceDesk@azdoa.gov) AZNET II Service Desk aznetsvc@centurylink.com
3.	Agency	Once the CenturyLink sales team develops a Task Order, it will need to be signed by agency and sent back to CenturyLink sales team.
4.	CenturyLink Sales team	Sends agency signed Task Order over to ASET IT Infrastructure Manager signature.
5.	ASET IT Infrastructure Manager	Receives signed Task order from CenturyLink and reviews and signs and returns the signed Task Order to CenturyLink for scheduling of cross connect. Documents Task Order information in Task Order tracking spreadsheet for agency.
6.	Cyxtera	Receives Signed Task Order from CenturyLink, and contacts ASET IT Infrastructure Manager for port assignment.
7.	ASET IT Infrastructure Manager or Data Center personnel	Assigns next available port for connection in ADOA SHDC Space. The port assignment in ADOA SHDC space is the same as the assignment in the DC-7 MMR.
<p>Note: The port assignment may be the next available fiber cassette to allow growth for agencies in DC-7 Modular. (Example: if an agency is only requesting 1 pair of fiber, the remaining 5 pairs may be reserved on that cassette for agency growth depending on the size of the agency and future anticipated connections to allow the agency to have all their connections in the same fiber cassette).</p>		

8.	Cyxtera	Cleans & scopes new fiber patch cord, and connects to DC-7 MMR fiber patch panel to ADOA SHDC space, and agency modular.
9.	Cyxtera	Notifies ASET IT Infrastructure Manager & CenturyLink that cross connect fiber patch cord installation has been completed.
10.	IT Infrastructure Manager & AZNet II Engineer	Clean/Scope & analyze fiber patch cord until passing test results. AZNet II Engineer patch in fiber patch cord to AZNet li Core equipment.
11.	IT Infrastructure Manager, or Data Center personnel	Record fiber patch/cross connect information on fiber inventory spreadsheet.
12.	IT Infrastructure Manager, or Data Center personnel	Send ADOA Service desk information to close out service desk ticket as completed successfully.
13.	AZNet II Engineer	Send AZNet II Service desk information to close out service desk ticket as completed successfully.
14.	Agency	Verify the connection is functioning.

Output

CenturyLink Task Order
ADOA Service Desk ticket
AZNet II Service Desk ticket

EXIT CRITERIA

Verification that Cyxtera completed cross connect Task Order
Verification that ASET Data Center personnel completed fiber patching

External References:

ADOA Service Desk (ServiceDesk@azdoa.gov)
AZNet II Service Desk aznetsvc@centurylink.com
IT Infrastructure Manager – Allan Gazza: work 602-542-8786, cell 602-281-0263 allan.gazza@azdoa.gov
Sr. Server Administrator – Luke Davis: work 602-542-3504, cell 602-810-0660 luke.davis@azdoa.gov
Program Manager IT Facilities -Mike McCaffrey – 602-542-8707, cell 602-503-0862
mike.mccaffrey@azdoa.gov

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS

All fiber patch cords have been cleaned, scoped, and analyzed prior to connection

STAKEHOLDERS

SLR CONSIDERATIONS

N/A

Procedure Attributes

- Procedure Owner: ASET-SDC - IT Infrastructure Manager
- Review Cycle: 360 days
- Stakeholders for Approvals and Changes: ASET-SHDC

Revision Number	Revision Date	Responsible person for Revision	Reason of Revision
1.0	7/5/2017	Allan Gazza	New Document