

SHARED HOSTED DATA CENTER CROSS CONNECTS TO RAISED FLOOR SPACE PROCESS

SEPTEMBER 7, 2017

Revision History

Revision #	Date of Release	Purpose
v.1.0	September 7, 2017	New Procedure

Approvals

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	9/7/2017
Mike McCaffrey	Data Center Technician	9/7/2017

PURPOSE

To provide guidance to agencies that want to have cross connects from the agency IO/CenturyLink Raised Floor space to the ADOA SHDC raised floor space. This process describes all the actions required by multiple stakeholders to have the cross connects connected. **(Note: this process does not apply to agencies that had previous contracts with IO Data Center and are not on the ADOA co-location Data Center contract)**

ENTRY CRITERIA

SHDC CROSS CONNECTS TO MODULAR SPACE

Step	Responsibility	Action
1.	Agency	Notifies ADOA of desisted connection.
2.	Agency	Submit a request (Phone or e-mail) to CenturyLink Sales team for a new task order for cross connects from the IO meet me room (MMR) to your Raised floor space. 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
3.	Agency	Submit ticket to ADOA Service Desk for cross connects for SHDC Space. Please assign to the IT Infrastructure Manager & Data Center Team personnel. ADOA Service Desk (ServiceDesk@azdoa.gov)
4.	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.
5.	CenturyLink Sales team	Sends agency signed Task Order over to ASET IT Infrastructure Manager
6.	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.
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 IO MMR. <ul style="list-style-type: none"> Port assignment is submitted to Cyxtera by creating a ticket in CenturyLink/IO Portal.
8.	ASET IT Infrastructure Manager or Data Center personnel	Send e-mail to AZNetII Supportdesk with port assignment information and request a ticket for Engineering. AZNet II Support Desk:

		AZNETSUPPORTDESK AZNETSUPPORTDESK@azdoa.gov
9.	Cyxtera	Receives Signed Task Order from CenturyLink, to proceed with installation of patch cord.
<p>Note: The port assignment may be the next available fiber cassette to allow growth for agencies in IO MMR. (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>		
10	Cyxtera	Cleans & scopes new fiber patch cord, performs analyzing fiber patch cord prior to connecting to IO MMR fiber patch panel to ADOA SHDC space, and agency Raised floor space.
11.	Cyxtera	Notifies ASET IT Infrastructure Manager & CenturyLink that cross connect fiber patch cord installation has been completed.
12.	Cyxtera	Sends ADOA IT Infrastructure Manager test report of fiber connections.
13.	IT Infrastructure Manager & AZNet II Engineer	Clean/Scope & analyze fiber patch cord until passing test results. AZNet II Engineer patches in fiber patch cord to AZNet II Core equipment. (AZNet II SLAs allow up to 5 business days for this connection).
14.	IT Infrastructure Manager & AZNet II Engineer	Perform OTDR Fiber test on fiber from ADOA cage to agency Raised Floor space. Save test results in SHDC Agency connection folder.
15.	IT Infrastructure Manager, or Data Center personnel	Record fiber patch/cross connect information on fiber inventory spreadsheet.
16.	IT Infrastructure Manager, or Data Center personnel	Send ADOA Service Desk information to close out service desk ticket as completed successfully, or close out the project in Cherwell.
17.	AZNet II Engineer	Resolve AZNet II Remedy ticket.
18.	Agency	Verify the connection is functioning.

Output

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

EXIT CRITERIA

Verification that Cyxtera completed cross connect Task Order
 Verification that ADOA Data Center personnel completed fiber patching
 Verification that ADOA Data Center personnel completed OTDR Fiber testing

External References:

ADOA Service Desk (ServiceDesk@azdoa.gov)
 AZNet II Service Desk - AZNETSUPPORTDESK@azdoa.gov

IT Infrastructure Manager – Allan Gazza: work 602-542-8786, cell 602-281-0263 allan.gazza@azdoa.gov
 Data Center Technician -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	9/7/2017	Allan Gazza	New Document