

SHARED HOSTED DATA CENTER EQUIPMENT INSTALLATION PROCESS

MARCH 2017

Revision Information

Revision #	Date of Release	Purpose
v.1.0	03/14/2017	Documented Process for IO SHDC equipment installation

Approvals

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	
Luke Davis	Systems Engineer/IT Project Manager, SHDC	

PURPOSE

Define steps to follow to complete installation of equipment at Shared Host Data Center (SHDC) IO.

INPUTS

Service Desk Ticket

ENTRY CRITERIA

Performance per schedule

PROCEDURE STEPS

Step	Responsibility	Action
1	Agency/Vendor IT Personal	Contact service desk to submit a ticket to bring in new equipment to the SHDC by e-mail @ ServiceDesk@azdoa.gov or call 602-542-4444 at option 3. Assign ticket to SHDC Staff.
2	Agency/Vendor IT Personal	Where possible provide Make, Model, S/N, and Asset tag number of equipment that will be installed in the SHDC and the date/time the equipment is being requested to install. Allow 48hours notice unless urgent install. Agency/Vendor is responsible for transport of equipment to SHDC.
3.	Service Desk	Create ticket for installation of agency/vendor equipment at the SHDC. Copy the following group on this ticket request: SHDC Staff (email to be created)
4.	SHDC Personal	Verify time and date is approved for installation of equipment. If not, provide agency/vendor time frames that are acceptable for installation.
5.	Agency/Vendor IT Personal	Arrive at SHDC with CA ticket number present to SHDC staff.
6.	SHDC Staff	Review and accept CA Ticket number Agency personal.
7.	SHDC Staff	Verify equipment that is being installed are items listed on original CA Ticket. <ul style="list-style-type: none"> - SMALL SINGLE SERVER ITEMS CAN BE DELIVERED AT FRONT ENTRANCE - LARGE ITEMS MUST BE DELIVERED AT BACK LOADING DECK WITH SCHEDULING CALLING PRIOR DELIVERY AT
8.	SHDC Staff	Install equipment in State dedicated IO space.
9.	SHDC Staff	Ensure all required grounding is in place
10.	SHDC Staff	Clean all fiber / cassettes prior to hook up
11.	SHDC Staff	Record into log sheet date and time the equipment was installed referring to CA ticket number and send completion confirmation email notice to Service Desk.
12.	Service Desk	Upon confirmation from SHDC staff notification close CA ticket

Output

EXIT CRITERIA

Completed - Service Desk ticket

Completed – SHDC equipment log sheet

External References:

None

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS

n/a

STAKEHOLDERS

Service Desk

SHDC Personal

SLR CONSIDERATIONS

N/A

Procedure Attributes

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

Revision History

Revision	Revision Date	Person Responsible for Revision	Reason for Revision
1.0	3/6/2017		New Document