

SHARED HOSTED DATA CENTER EQUIPMENT REMOVAL PROCESS

MARCH 2017

Revision History

Revision #	Date of Release	Purpose
v.1.0	03/14/2016	Documented Process for IO SHDC equipment removal

Approvals

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

PURPOSE

Define steps to follow to complete removal 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 remove equipment from the SHDC by e-mail @ ServiceDesk@azdoa.gov or call 602-542-4444 at option 3. Assign ticket to SHDC Staff.
2	Agency IT Personal	Where possible provide Make, Model, S/N, and Asset tag number of equipment that will be removed from the SHDC and the date/time the equipment is being requested to remove. Agency/Vendor is responsible for pick-up of equipment from SHDC
3.	Service Desk	Create ticket for removal of agency equipment from the SHDC. Copy the following group on this ticket request: SHDC Staff (email to be created)
4.	SHDC Staff	Verify time and date is approved for removal of equipment. If not, provide agency time frames that are acceptable for removal.
5.	Agency/Vendor IT Personal	Arrive at SHDC with CA ticket number e-mail and present to SHDC staff.
6.	SHDC Staff	Review and accept original CA Ticket number printed out e-mail from Agency personal.
7.	SHDC Staff	Remove equipment from State dedicated IO space.
8.	SHDC Staff	Record into log sheet date and time the equipment was removed referring to CA ticket number and send completion confirmation email notice to Service Desk.
9.	1510 Security Personal	Upon confirmation from SHDC staff notification close CA ticket
10.	SDC Personal	Weekly input equipment being removed to online spreadsheet in SDC One-Drive website.
11.	SDC Personal	Upon confirmation from SHDC staff notification close CA ticket

Output

EXIT CRITERIA

Completed Service Desk ticket

External References:

None

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS

n/a

STAKEHOLDERS

Service Desk

SHDC Personal

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 History

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