SHARED HOSTED DATA CENTER EQUIPMENT / SERVER ACTIVATION PROCESS

MAY 01, 2017

Revision History

Revision #	Date of Release	Purpose
v.1.0	5/4/2017	Equipment / Server Activation
v.1.0	June 2, 2017	Approved to Publish

Approvals

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	5/4/2017
Luke Davis	IT, SHDC	5/3/2017
Mike McCaffrey	IT, SHDC	5/4/2017

PURPOSE
To define the steps to install, activate and access new equipment – server(s) within the Shared Host
Data Center (SHDC).

INPUTS
Service Desk Ticket

Unbox Process

ASET Tag Process

Equipment Installation Form

Rack Elevation

ENTRY CRITERIA
Performance per service ticket

Unboxing Process

Asset Tag Process

PROCEDURE STEPS SERVER ACTIVATION

Step	Responsibility	Action
	SHDC Facility Personnel	SHDC facility personnel receive service desk ticket that server is being sent to IO Data Center. All necessary information and/or instructions have been received from agency.
	SHDC Facility Personnel	Unpacking Process has been completed in IO shipping and receiving.
1.	SHDC Facility Personnel	Equipment – server(s) arrives at the raised floor space. Verify equipment/server(s) Serial number, model number, and asset tag number.
2.	SHDC Facility Personnel	Reference the service ticket for the installation and note any special instructions.
3.	SHDC Facility Personnel	Reference the Visio document raised floor rack elevation plan to verify agency equipment assigned location(s), update Visio document with new equipment information to include manufacturer, model number, serial number, number of power supplies, asset tags, and agency information.
If rack elevation not assigned		
	SHDC Facility Personnel	Assign first available rack location and first available RU location based on network connectivity required.
If rack elevation is assigned		
4.	SHDC Facility Personnel	Verify all parts are included for equipment/server(s) installation prior to beginning the physical installation process i.e. rail kit, power cords, other.
5.	SHDC Facility Personnel	Start the physical installation process by installing the supplied rail kit

6.	SHDC Facility Personnel	Install the equipment/server(s) into the designated RU location in the rack using the rail assembly, refer to the manufacture installation manual for additional instruction.
7.	SHDC Facility Personnel	Once the equipment/server(s)are is secure in the rail assembly begin installation of power cords, fiber/copper network connectivity and review the service ticket for any special instructions.
9.	SHDC Facility Personnel	Verify connections including iLO/IDRAC, are securely seated before proceeding to the next step.
10.	SHDC Facility Personnel	Turn power on to equipment/server(s).
	SHDC Facility Personnel	Verify that all power supplies are on, and displaying a green LED if present. Any power supply that displays an amber or red LED should be reported to the agency point of contact.
	SHDC Facility Personnel	Verify that there are no amber lights on the front of the equipment/server (s) or any error messages are displayed on the display screen. Any amber, red LED, or error messages should be reported to the agency point of contact.
11.	SHDC Facility Personnel	Notify Agency personnel the equipment/server(s) are ready via email/phone call as directed by the service ticket.
12.	Agency Personnel	Verify Agency personnel has remote access capability, verify Agency personnel is satisfied and ticket can be closed.
	SHDC Facility Personnel	Follow up with Agency personnel to verify remote access capability has been achieved within 24 hours or as deemed necessary.
If Agency does not have remote access		
13.	SHDC Facility Personnel	If Agency personnel does not have remote access capability, Agency can request local remediation i.e. cycle power on manually and verify correct port connection on the equipment/server(s).
14.	SHDC Facility Personnel	If Agency personnel still does not have access capability, agency personnel will escalate with internal and external resources. Agency may request to come onsite and be escorted to their server to login and make necessary changes to configuration.
15.	SHDC Facility Personnel	Update the ticket with the current installation status.
17.	SHDC Facility Personnel	Once agency has verified remote access capability, verify Agency personnel is satisfied and ticket can be closed.

Output
- Rack, Stack and Power equipment
- Customer has remote access capability
- Rack elevation document updated

EXIT CRITERIA
- Equipment – server(s) installed per request
- Agency personnel can gain access to the equipment remotely
- All tracking documents completed

External References:

SHDCPRO-002_REV 1.0_SHDC EQUIPMENT / SERVER ACTIVATION

Equipment installation form

Rack elevation form

Service ticket

SHDCPRO-001_REV 1.01_SHDC ADOA Unpacking Process

SHDCPRO-009_REV 1.01_SHDC ADOA ASET Tag Process

SHDCPRO-0xx_REV 1.01_SHDC ADOA Remote Access Process (pending from Server Ops)

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS

To correctly implement this process, personnel must have access to and understanding of the documents listed in the external references

STAKEHOLDERS

- SHDC Personnel
  - Allan Gazza – 602-542-8786
  - Luke Davis - 602-542-3504
  - Mike McCaffrey – 602-542-8707
- Agency Personnel

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	05/01/2017	Mike McCaffrey / Luke Davis	New Document