

SHARED HOSTED DATA CENTER EQUIPMENT UNPACKING PROCESS

APRIL 23, 2017

Revision History

Revision #	Date of Release	Purpose
v.1.0	4/24/2017	New Procedure
v.1.0	June 2,2017	Approved to Publish

Approvals

Name	Role	Date
Allan Gazza	IT Infrastructure Manager, SHDC	
Albert Aparicio	IT Supervisor, SHDC	
Luke Davis	IT, SHDC	

PURPOSE

ENTRY CRITERIA

EQUIPMENT UNPACKING PROCESS

Step	Responsibility	Action
1.	Agency	Notifies SHDC Personnel that equipment is being shipped to IO data center and provides tracking number.
2.	SHDC, Operations, or responsible person	Looks up tracking number and setup e-mail notification of delivery date.
3.	IO Shipping and Receiving	Notifies SHDC personnel by e-mail that a package has arrived.
4.	SHDC Personnel, Operations, or responsible person	Prints IO package confirmation e-mail, and brings to IO Shipping and Receiving.
5.	SHDC Personnel, Operations, or responsible person	Call CenturyLink HOC at 602-374-1110 and ask them to notify IO Shipping to open the door so that the package can be removed from the shipping area once this procedure is completed.
6.	SHDC Personnel, Operations, or responsible person	Tell IO Shipping personnel you are there to receive your package and unbox it in that area. Present printed confirmation letter with tracking number.
7.	SHDC Personnel, Operations, or responsible person	Verify the packing label and shipping label that the package is intended to go to the ADOA raised floor space. If this is agency equipment, verify that the proper agency, and or tracking number, and/or PO number is on the label
8.	SHDC Personnel, Operations, or responsible person	Visually inspect all sides of box for any damage. Photograph of all sides of box, and save to customer folder. Photos will be sent to customer in step 24.
9.	SHDC Personnel, Operations, or responsible person	If there is no damage to the box, proceed to step number 16
If damaged box		
10.	SHDC Personnel, Operations, or responsible person	If there is any damage to the box, take a photo overhead of the box and pallet, and then a photo of the damaged side of the box.
11.	SHDC Personnel, Operations, or responsible person	Notify IO Shipping and Receiving of damaged box.
12.	SHDC Personnel, Operations, or responsible person	Open the box and verify if any contents of the box are damaged.
13.	SHDC Personnel, Operations, or responsible person	Verify all contents of box match shipping label. Record all items received on equipment received spreadsheet.
14.	SHDC Personnel, Operations, or responsible person	Notify Agency personnel of damaged shipment, and ask how they would like to proceed prior to continuing with this process.
15.	SHDC Personnel, Operations, or responsible person	Send all photos of damaged boxes to the agency.
If no damage to box		
16.	SHDC Personnel, Operations, or responsible person	Notify shipping company of damaged box and fill out necessary shipping company paperwork.

17.	SHDC Personnel, Operations, or responsible person	If all contents per shipping label have been received, place asset tag per SHDC ADOA ASSET Tag Process.
18.	SHDC Personnel, Operations, or responsible person	Photograph all sides of equipment and accessories, including asset tag, and save in customer folder. Photos will be sent to customer in step 24.
19.	SHDC Personnel, Operations, or responsible person	Store equipment box in ADOA storage space.
20.	SHDC Personnel, Operations, or responsible person	Move agency equipment to the ADOA raised floor space.
21.	SHDC Personnel, Operations, or responsible person	Identify rack and run location that the equipment will be installed.
22.	SHDC Personnel, Operations, or responsible person	Refer to the SHDC Equipment Server Activation Process to complete the installation of the equipment into the server cabinet.
23..	SHDC Personnel, Operations, or responsible person	Notify Agency that the equipment has been received and is scheduled for installation.
24.	SHDC Personnel, Operations, or responsible person	Send a copy of all photos taken in step 8 & 18 to provide documentation of server and accessories received. Archive photos for documentation purposes.
25.	SHDC Personnel, Operations, or responsible person	Notify Agency that they have 3 days to pick up the equipment box prior to it being discarded.

Output

Update Equipment received spreadsheet
 Damaged boxes and equipment photos to agency
 Agency notification of any damaged items received
 Shipping company damage report
 Photographs of equipment and accessories received at IO to agency
 Agency notification of any damaged items received
 Agency notification of equipment received

EXIT CRITERIA

All damage reports filed
 Agency equipment received, unpacked and transported to ADOA raised floor space cage.

External References:

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS

n/a

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	4/23/2017	Allan Gazza	New Document