Data Centre Standard Operating Procedures

Here's a list of the top 10 areas to include in data center's standard operating procedures manuals.

1. **Change Control.** In addition to defining the formal change control process,
   i) Include a roster of change control board members
   ii) Forms for change control requests, plans and logs.

2. **Facilities.**
   i) Injury prevention program information
   ii) Power and cooling emergency shut off processes;
   iii) Fire suppression system information;
   iv) Unsafe condition reporting forms;
   v) New employee safety training information,
   vi) Logs and attendance records;
   vii) Illness or injury reporting forms;
   viii) Visitor or access policies.

3. **Human Resources.**
   i) Policies regarding technology training are an ideal item to include, as well as acceptable use policies,
   ii) Working hours and shift schedules,
   iii) Workplace violence policies.
   iv) Employee emergency contacts update forms,
   v) Vacation schedules,
   vi) Anti-harassment and discrimination policies.

4. **Security.**

   This is a critical area for the organizations. Ensuring that all staff has access to and understands the security policies of our organization is half the battle. Items to include here are policies regarding the following:
i) Third-party or customer system access  
ii) Security violations  
iii) Auditing  
iv) Classification of sensitive resources  
v) Confidentiality  
vi) Physical security  
vii) Passwords  
viii) Information control  
ix) Encryption; and system access controls.

5. **Templates.**

Providing templates for regularly used documentation types makes it easier to get the data we need captured accurately and in a format familiar to organization's staff. Templates we might consider include

i) Policies,  
ii) Processes,  
iii) Logs,  
iv) User guides and test/report forms.

6. **Crisis Management.**

Having a crisis response scripted out in advance goes a long way toward reducing the stress of a bad situation. Items we may wish to include in the crisis management documentation are the following:

i) Crisis definitions  
ii) Roster of crisis response team members  
iii) Crisis planning processed  
iv) Escalation and notification matrix  
v) Crisis checklist  
vii) Guidelines for communications  
vii) Situation update forms  
viii) Policies, and processes  
ix) Post-mortem processes and policies.

7. **Deployment.** Instituting repeatable processes are the key to speedy and successful deployments. Staff required the following:
i) Activation checklists,
ii) Installation procedures,
iii) Deployment plans,
iv) Location of server baseline loads or images,
v) Revision history of past loads or images and activation testing processes.

8. **Materials Management.**

Controlling inventory of equipment is of an important task. Consider including these items in our organization's documentation library:

i) Policies governing requesting,
ii) Ordering, receiving and use of equipment for testing;
iii) Procedures for handling,
iv) Storing, inventorying, and securing hardware and software;
v) Forms for requesting and borrowing hardware for testing.

9. **Internal communications.**

Interactions with other divisions and departments within organization may be straightforward, but it is almost always helpful to provide a contact list of all employees in each department, with their work phone numbers and e-mail addresses. In addition to this, it may be helpful to provide a list of services and functions provided by each department, and scenarios in which it may be necessary to contact these other departments for assistance.

10. **Engineering Standards.**

How new technology is tested, reviewed and implemented in a data center is an important activity for every organization.

Consider adding these items to organization's standard operating procedures manuals:

i) New technology request forms
ii) Technology evaluation forms
iii) Reports
iv) Descriptions of standards
v) Testing processes
vi) Standards review and change processes
vii) Test equipment policies.