

Datum Connect Series Making Co-location Work

Volume 5 – Moving day



The day has come. Your critical equipment has moved to its new home. So what happens next? How will this all work? There are a number of things you will need to take into account from site access to equipment set up to where to turn to for support.



Setting up

Depending on whether you have used a migration specialist and according to the level of service you selected, your equipment may still need to be racked and installed—and you will need to establish network connectivity. This could cover connection to the internet, connection to a cloud provider, or interconnectivity between your own racks. At this stage Datum, as part of our service-enhanced co-location will ensure that there is an engineer on site to help with any issues or snags during first deployment.

Getting extra help

Datum offers extensive supporting services that include a 24/7 manned

helpdesk, advanced Data Centre Infrastructure Management (DCIM) system and 24/7 technical support.

Datum's team of highly-trained and experienced support professionals can undertake routine and emergency tasks throughout as needed should you need extra help or cannot get to site at any stage.

Available services

These include:

Remote Hands engineering services, custom connectivity installation and cross connects, structured cable installation and moves, patching, visual inspections for remote troubleshooting, hardware planning and procurement, custom deployment, troubleshooting, re-racking and relocating, decommissioning, blanking, power cycling and soft-booting.



Understanding how it works

As a new client to the facility, you might feel like a first year pupil at your new school. It is important that your co-location provider takes time to run you through key practical elements of the site such as how to gain access to the site and any limitations, an understanding of the main operations, security and resilience processes and how they might impact you, any additional services available to you and any house rules.

When a new client joins Datum, your Account Director will ensure that you meet our Client Service Manager to run you through the practical guidelines as well as policies and procedures and to introduce you to the on-site Engineering and Security teams.

Gaining access to the data centre

Different data centres have different access protocols. A highly secure data centre such as Datum will involve high levels of control which need to be fully understood in order to ensure streamlined but secure access.



Datum's multi-layer security requires initial authorised access to Cody Technology Park followed by further secure access to the data centre.

All clients should apply for QinetiQ ID cards. These involve the take up of references to validate the application and, when approved, will enable 24x7 entry to the park. Once at the data centre, visitors may only gain access to the building via entry phone.

Access to the data hall itself is carefully regulated. Guests must be accompanied at all times and only those people named and registered by the client are permitted unaccompanied access to the hall. Photographic ID is tied to biometrics to permit issue of access cards and on top of that, access to client racks is controlled via a stringent key management system, with permissions again regulated by client instruction.

Deliveries to site

During set up and as you develop your installation within the data centre, you may need to arrange deliveries to the site via your own transport or by a third party. In order to ensure you receive your goods in safely and to time, it is vital that you familiarise yourself with any procedures or documentation, and to understand whether facilities exist for storage and unpacking.

Datum offers our clients a loading bay with unpacking areas and secure storage. Due to the secure nature of the site, 24 hours notice is requested with specific labelling to ensure safe arrival.

On-site facilities

Moving into a new area often means a lot of investigation and googling into what can be found in the local neighbourhood. Moving to a new data centre can have a similar feeling so make sure you find out about any additional facilities on or around the site. Sited on the Cody Technology Park, Datum can offer clients a restaurant and coffee bar, a gym, cash point, and a variety of meeting and conference rooms. Plentiful parking is also available on site, as well as regular shuttle buses to Farnborough railway station.



Policies

As a client in a co-location data centre there will be rules and policies established to protect the interests of all clients, large and small. It is important that each client understands the regulations so that no single client impacts the security, resilience or operational ability of any other client. These regulations will tend to span issues such as access and security, data hall housekeeping, health and safety, and emergency procedures.

Communications

A key element of any successful relationship is communication. Having trusted a third party to manage the facility in which your critical infrastructure will sit, you need to know how much power you are drawing so that you can manage your budget, you need to know that security processes are being adhered to and you need to know that the supplier tackles any issues in a timely manner and follows a rigorous PPM approach.

Datum supports clients with regular, proactive, detailed reporting so that you can track what your power consumption has been at rack level and who has had access to your racks. In addition, clients receive advance notice of any planned procedures as well as reports of all incidents and their resolution.



Moving day checklist

Below is a suggested checklist of items to consider on moving day and the days that follow:

Item		Check
Equipment	Set up / installation	
Connectivity	External Cloud Inter rack	
Remote hands	Custom connectivity installation and cross connects Structured cable installation and moves Patching Remote troubleshooting Hardware planning and procurement Custom deployment Re-racking and relocating Decommissioning Blanking Power cycling Soft-booting	
Deliveries	Site requirements for deliveries and notification Labelling Storage and unpacking facilities	
Familiarisation	On-boarding induction On-site facilities Site and facility policies	
Authorised access list	Named authorisers, approved access and approved deliveries	
Reporting	Detail and frequency of service and usage report	
Named contacts	Client Service Engineering Sales	
Support desk	In hours contact details Emergencies Out of hours	

New to co-location or looking for a better way of working?
Take a look at the other guides in the Datum Connect Series.

Other titles include:

Investigating the options

Understanding what is needed

Budgeting and running costs

Planning the move

Keeping the lights on

For more information:

Datum Datacentres
Cody Technology Park
Farnborough
Hampshire
GU14 0LX

Tel: 0845 568 0123

Email: info@datum.co.uk

Web: www.datum.co.uk