

# Data Center Checklist

The use of colocation and services has continued to increase, rapidly becoming the solution of choice for organizations requiring an efficient, secure, cost-effective way to manage the IT infrastructure.

Not all data centers are created equal. You need to know what to look for. First and foremost, colocation service and the data center are not the same.

A data center is a physical building with a power infrastructure, cooling resources and security measures.

Colocation is a service based on the standards, policies, procedures, people and data center infrastructure.

The best colocation provider delivers a stable foundation upon which you can support your core business and execute on your IT strategy or e-commerce platform.

And perhaps most importantly, think long term. While colocation may be your core need now, look for a resource that augments traditional colocation offerings with a hybrid of cloud, network and managed hosting solutions over advanced networks. A comprehensive suite of offerings will enable you to scale and grow your organization within a data center, providing you consistent support for your IT strategies.

When reviewing colocation proposals or attending data center tours, the below checklist will help you prioritize important elements to account for.

Date of Site Visit:	
Data Center Address:	
Site visit conducted by:	

Be sure to note approvals and comments, so you can revisit the data center features and provisions as your colocation support needs evolve.

BUILDING FACILITY	v	COMMENTS
Located outside of moderate and high natural disaster zones		
Uptime Institute Tier III certification for concurrent maintainability  Designed and built to Tier III certifications  Master planned, purpose built fully resilient facility		
Adaptable design with secure cabinets or caged environments		
Comfortable working environment features and amenities:  Internet access  Food and beverage services  Lounges  Meeting and Conference Rooms  Physical storage facilities, lockers, carts		
Hardened structure built to withstand the inherent natural incidents of the region (i.e.: hardened to withstand winds (including uplift) of up to 150 mph, which is the equivalent of a Level 4 Hurricane or an EF3 Tornado)		
Proximity to convenient transportation		
Secured location		
Connected to global footprint of data centers		

## CRITICAL INFRASTRUCTURE

	√	COMMENTS
Minimum of N+1 configurations to ensure continual maintainability		
Best of breed providers of UPS, generators and critical components		
Multiple distribution paths (one active, one redundant) for cooling and power, with redundant (N+1) capacity		
Early detection fire suppression system (such as VESDA)		
Dry pipe sprinkler systems		

## COMPLIANCE AND SECURITY

	√	COMMENTS
Security meets public sector and financial services standards		
SSAE-16, ISO27001 compliant		
SafeHarbor		
PCI compliance support		
HIPAA		
100% global power, temperature and humidity SLA		
Tier III Certified 100% proven data center uptime commitment with concurrently maintainable site infrastructure		
Video surveillance with archives		
Mantraps		
Biometric security measures		
Security of halls, rack and cage level via locking mechanisms		
Ability to add incremental security options		
24/7 monitoring of security and fire systems		

## NETWORK and CONNECTIVITY

	√	COMMENTS
Cross connectivity at cage, building and carrier level		
Standard agnostic CAT5E, COAX and Singlemode/Multimode Fiber connectivity		
Layer 2 switched infrastructure		
Direct connection to third party data centers and cloud nodes		
Best of both worlds network		
Carrier diversity		
Connectivity to ecosystem partners		
Diverse fiber routes into data center		
Dedicated Tier 1 IP backbone connectivity		
Full complement of port interface speeds		
Comprehensive SLA for 100% network availability		
Access to intelligent IP and IP MPLS networks		

## SERVICE AND OPERATIONS

	√	COMMENTS
Operational certifications, such as M&O		
On-site 24/7 support provided by operations and facilities personnel		
Colocation facility follows two man operations procedures		
Remote hands services and technical support for immediate attention and early resolution of potential issues		
Best of breed documentation and compliance such as: Drawings, OEM Manuals and Operating Procedures		
Onsite support to run maintenance and upgrades on your behalf		
Best practices driven operational procedures		

24/7 Gold Support		
PMP and ITIL certified engineering staff		
Certifications for data center staff available		
Documented and followed continued education procedure and policy		

## PARTNERSHIP

	√	COMMENTS
Commercial terms that suit your business plan		
Ability to flex spend across data center services		
Advanced services and project management options are available and can be utilized as required		
100% uptime availability SLA		
Humidity and Temperature SLAs to meet ASHRAE standards		

## DATA CENTER ACCESS TO:

	√	COMMENTS
Full suite of networking solutions		
Managed storage solutions		
Managed hosting solutions		
Option to migrate applications to cloud environment		
Managed applications support		

## ECOLOGICAL RESPONSIBILITY

	√	COMMENTS
Commitment to Increased energy efficiencies		
LEED Gold Certification		

Global cultural focus on civic duty		
Modern, energy efficient data center design, construction, updates and operations		
Support high density solutions		
Accurate use of blanking plates and cabling allow optimal airflow		
Equipment layout optimizes hot and cold aisle configurations		

## STABILITY

	√	COMMENTS
Experienced mature provider with a proven track record of excellence		
Third party validations such as: Gartner Magic Quadrants for IaaS, Managed Hosting & European Managed Hosting		
Financially secure and long term viability		