



## integrated intelligence

### policy and procedural audits

The Data Centre is a critical piece in a company's IT jigsaw. The facility and infrastructure are the foundations, but without robust policies and procedures it can all fall apart.

Staff are always going to be under pressure to deliver the required services, so it is paramount that everyone involved understands the processes and procedures and that these are both comprehensive and relevant to the business needs. Service Level Agreements must be achievable, Health and Safety requirements covered and legal obligations fulfilled.

At Ari we are fully appreciative of the fact that the quality of supporting documentation can make all the difference to the smooth and streamlined operation of the Data Centre. As part of a full audit, or as a stand alone service, we can provide Policy and Procedural Audits to ensure documentation, processes and procedures are up to date and relevant.



**At Ari we deliver a cost effective, quality led portfolio of services covering Data Centre Management, Staffing Services and Project Management.**

We have a vision to do more for our customers than just provide staff to deliver hands and eyes services. We believe that the key to success is, in fact, the success of our customers. This approach has led to many years of steady growth and profitability with many satisfied customers.

**Policy and Procedural Audits is just one of Ari's areas of expertise. We can also help you with:**

- > Data Centre Management
- > Data Centre Audits
- > Project Management Services
- > Operators on Demand
- > Data Centre Shut Down
- > Intelligent Hands and Eyes
- > Media Management
- > Technical Operations

Visit our website at [www.arilimited.co.uk](http://www.arilimited.co.uk) or call us on **01962 828888** to find out more.



**These include, but are not limited to, the following areas:**

**1. Policies and Procedure**

- > Have Data Centre operating policies and procedures been written?
- > Are they sufficiently descriptive in detail to guide the organisation and operation?
- > Are Data Centre personnel aware of the policies and procedures?
- > Are they kept up-to-date?

**2. Personnel**

- > Are Data Centre personnel and operators assignments rotated?
- > Is there an ongoing training log?
- > Is an operating log maintained to record any significant events and action taken by the operator?
- > Is the operator log inspected daily by management?
- > What access control is in place?

**3. Fire Alarm**

- > Are the fire alarm pull boxes and emergency power switches clearly visible and unobstructed?
- > Are clear and adequate fire instructions posted in all locations?
- > Are there enough fire alarm pull boxes in the computer area?
- > Are the operators assigned individual responsibilities in case of fire?
- > How frequently are fire drills held?

**4. Incident Handling**

- > Escalation procedures?
- > Do the computer room operators know exactly what to do when the different types of fire emergencies occur?
- > Do the other personnel know exactly what to do when fire emergencies occur?

**5. Fire Extinguisher**

- > How frequently are the fire extinguishers (Sprinkler/Halon) tested?

**6. Air Conditioner**

- > Is the power of the air conditioner(s) separated from main building power?
- > How frequently is the air conditioner(s) checked?

**7. Environmental Control/Security**

- > Wiring and cable management
- > Water and liquid locations
- > When was the last 'deep clean' undertaken?
- > How is the Data Centre protected? Secure ID? Fingerprint? Lock?