



# Data Centre Management

## Services for agencies' data centres

CITEC manages data centre environments for the Queensland Government and also manages numerous agency data centres or Points of Presence (PoPs) within Queensland and around Australia.

This is a 24x7 service with rapid onsite technical response to meet client requirements and maintain service availability.

## Benefits

We have accumulated decades of experience operating, maintaining, sourcing, migrating, upgrading and decommissioning data centres and PoPs for Queensland Government agencies.

With established policies and procedures, we are aligned with industry best practice to ensure your data centre requirements are delivered efficiently and effectively.

As our client you will be assured of:

- Professionalism and expertise
- Agreed expenditure for budgeting purposes

## Prerequisites

To engage this service you will have a requirement for one or more data centres or PoPs or be seeking consulting services regarding an existing or planned facility.

## Features

- Specialised facility management teams
- Experienced resources available 24x7x365
- Access to associated disciplines such as security, servers and networks

## Variants

- Data Centre management
- Point of Presence (PoP) management

## Metrics

Service availability: 24 x 7 x 365 at 99.95%

Service request: 24 x 7 x 365

## Reporting

- Rack power metering and consumption
- Temperature and humidity monitoring as per ASHREA TC9.9 2011
- Cabling records management
- Rack capacity management and ICT inventory asset management

## Additional and related services

- QGN data connections
  - ▶ QGN Ethernet (QGNE)
  - ▶ QG Regional Network (QGRN)
  - ▶ QG Data Centre Network (QG DCN)
  - ▶ QGN Cloud Connect
  - ▶ QG Internet Service Provider (QGISP)
- Cyber security (recommended)

## Options

- ➔ ISO270001 risk management assistance
- ➔ Advice on risk reduction in line with QGEA and ISO

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## Ordering

Please contact your CITEC representative

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