

A data centre Standard for the Amsterdam Internet Exchange

A Standard defining the minimum acceptable, and also the desirable levels, of technical implementation, resilience of operation and business continuity management for data centres providing services to the Amsterdam Internet Exchange



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1 Introduction

The successful and reliable provision of data centre services depends upon the following;

- A well designed and constructed plant that takes into account appropriate Standards and best practice to achieve efficient and reliable operation
- Management techniques that put in to place operating procedures and protocols that ensure the continuing efficient and reliable operation of the data centre
- Disaster recovery plans that have an established and rehearsed procedure for dealing with any incident that impairs the operation of the data centre and puts in to place a recovery programme

Technical Standards

Technical Standards give the best practice methods for designing and implementing the data centre from a physical, electrical and mechanical viewpoint. Some requirements covering health and safety and energy management are covered by European Directives and national standards. Many technical standards exist that cover the myriad of engineering disciplines encountered in a data centre but the main documents drawn upon in this Standard are;

ANSI/TIA-942:2010 *Telecommunications Infrastructure Standards for Data Centers*

The Up Time Institute, 2010 *Tier Classifications define site infrastructure performance.*

ASHRAE TC 9.9 2011 *Thermal Guidelines for Data Processing Environments – Expanded Data Center Classes and Usage Guidance*

ISO/IEC 27001:2005 *Information technology -- Security techniques -- Information security management systems -- Requirements*

The Up Time Institute's (TUI) document originally defined the four 'Tiers' of operation that describe the expected downtime per year from a data centre when certain design routes are taken. The TIA 942 standard draws heavily upon the philosophy offered in the TUI document and offers more detail in engineering terms about what is required to achieve these levels.

One central plank of the philosophy is the adoption of the N, N+1 and 2N methodology. Briefly, N means enough items to do the job at hand, N+1 means that each system has one redundant component and 2N means that systems are completely replicated. Other variants may be 2N+1 for example, meaning two independent systems where each system also has redundant components. Ultimately it is a risk versus cost strategy as more levels of redundancy and resilience will invariably cost more. Organisations are invited to consider the costs of downtime to their own business before they decide upon the strategy most appropriate to their business.

Most of the above standards are American. There are no directly equivalent European (CENELEC) or international standards (ISO/IEC) for data centre design but the EN standard *EN 50600, Data Centres facilities and infrastructures* is in preparation. The methods described in TIA 942 are mostly universal but for use in Europe the technical references contained in TIA 942 need to be substituted for EU Directives and CENELEC standards wherever necessary.

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The hierarchy and order of precedence of standards for the Netherlands is

- Laws, Regulations and Statutory Instruments of The Netherlands
- Directives of the European Union
- Dutch national standards
- CENELEC standards
- ISO/IEC standards
- Other relevant national standards, e.g. ANSI, TIA, BSI, VDE
- Industry best practice

Business Continuity standards

Building a data centre to the latest standards and incorporating the requisite availability/redundancy techniques is only the first step to successful long term operation. The next stage is managing the data centre and being prepared for technical failures or any other event that impinges upon the data centre operation. This area generally comes under the heading of Business Continuity Management, BCM. BCM standards can be generally aimed at all businesses and enterprises whereas some are more focussed on Information and Communications Technology, ICT.

The following Standards have been identified which cover this area.

- **ISO/IEC 20000-1:2005** *Information technology. Service management. Specification*
- **ISO/IEC 27001:2005** *Information technology. Security techniques. Information security management systems. Requirements*
- **ISO/IEC 27002:2005**, *Information technology. Security techniques. Code of practice for information security management*
- **BS 25999-1:2006** *Business continuity management, Part 1: Code of practice*
- **ISO/IEC 27031:2011** *Information technology. Security techniques. Guidelines for information and communication technology readiness for business continuity*
- **ISO/PAS 22399:2007** *Societal security - Guideline for incident preparedness and operational continuity management*
- **NFPA 1600:2007** *Standard on Disaster/Emergency Management and Business Continuity Programs*
- **PCI DSS (PCI Data Security Standard) 2010**

In addition we have ITIL. ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT. ITIL has been developed in recognition of organisations' growing dependency on IT and embodies best practices for IT Service Management.

We also have PRINCE. PRINCE2 is a generic, simple to follow project management method. It covers how to organise, manage and control projects. It is aimed at enabling you to successfully deliver the

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right products, on time and within budget. A Project manager can apply the principles of PRINCE2 and the associated training to any type of project. It will help to manage risk, control quality and change effectively.

2 Minimal expectations of AMS-IX

2.1 Availability:

Maximum number of incidents;

- 1 outage in 5 years, maximum downtime of two hours
- Mean Time Between failures of not less than five years

2.2 Environmental conditions for network equipment

The temperature and humidity of the computer room must remain within the limits set by ASHRAE Environmental Guidelines for Datacom Equipment: 2011. This is more fully explained in Section 4.6

2.3 Fire suppression:

The facility must be protected by a high sensitivity automatic smoke detection system coupled with an automatic gaseous suppression system.

2.4 Maintenance regime:

- Maintenance on critical items must take place at agreed times
- Maintenance windows will be 00h00-07h00 (GMT +1h)
- Maintenance will be announced to stakeholders in advance
- There will be no routine maintenance work on critical items outside of these time windows

2.5 Incident management

- Incidents must be managed in a way that allows adequate response and analysis
- Outage announced within 5 minutes to AMS-IX Network Operations Centre, NOC
- Outage announcements to be made through systems that are independent from the power equipment production environment

2.6 Personnel

- Only qualified personnel used for maintenance
- A communications escalation procedures & contact information
- Regularly inform AMS-IX on update escalation contact information
- Efficient site access for authorised AMS-IX staff

The requirements will be met through three areas;

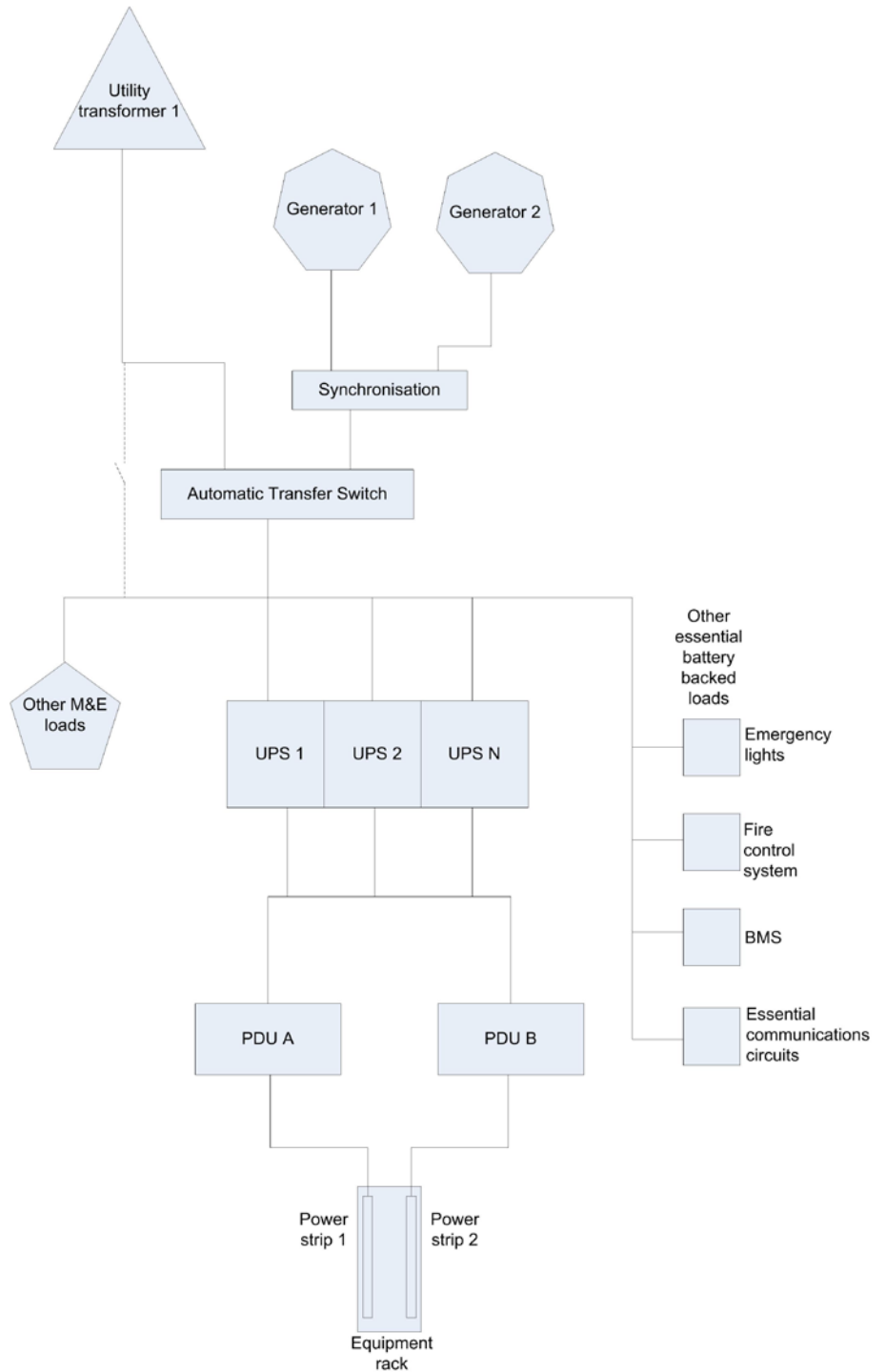
- The technical design and installation of the data centre
- The management and maintenance procedures to operate the data centre
- A business continuity and disaster management programme

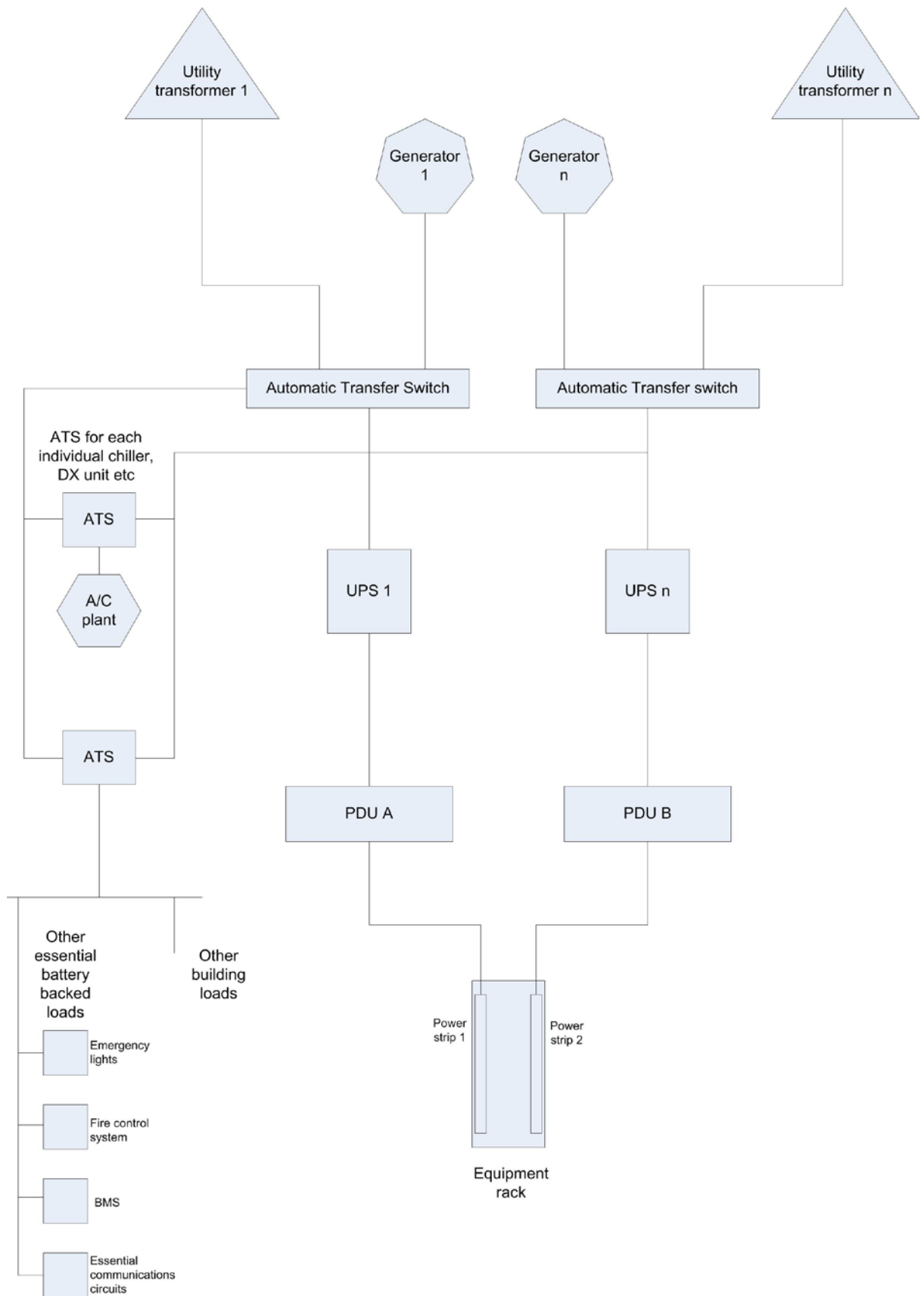
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- The Minimum Requirements of AMS-IX shall be proven by an audit of the data centre facility by an external qualified auditor acceptable to both AMS-IX and the operator of the data centre

Minimum and recommended power provision

The minimum required power provision is an N+1 design. An example is shown here. The principal elements must still be concurrently maintainable hence the bypass switch allowing maintenance of the Automatic transfer switch.





Recommended power distribution for data centres

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3 Audit protocol

The AMS-IX approved auditor will

- Establish contact with the applicant’s technical representative
- Agree a mutually convenient date for the audit
- Identify exactly who the AMS-IX auditor will be and bring proof of identity on the day
- Obey all the client’s rules on security, site health and safety and confidentiality
- Keep the client’s data confidential except where information is approved for release or is in the public domain
- Only release the audit results to the applicant organisation and AMS-IX
- Not touch any client’s equipment without express permission

The applicant organisation will

- Identify a technical representative and agree a mutually convenient date for the audit
- Allow access to all parts of the site and allow measurements and photography to be taken as required
- Provide suitable technical staff on the day of the audit capable of explaining all technical aspects of the site and its operation
- Provide all necessary documentation to explain the technical aspects of the site and its operation. An A1 size electrical layout diagram will be required. Note that it will not be necessary for the AMS-IX auditor to keep or take away hard or soft copies of all the client’s documentation but some copies or extracts of certain documentation will be required so that proof of compliance can be shown to AMS-IX
- Provide a security escort to all relevant parts of the site
- Provide a meeting room where necessary

The audit process usually starts about 9 am and takes most of the day. Experience has shown that it is best to start with a technical meeting to review the documentation available and understand the layout of the site. This is then followed by a physical inspection of the site to see the power train, principal cooling components, computer rooms and support areas, telecommunications entrance points, security systems and fire control methods. Physical measurements will be taken of room dimensions, temperature and humidity at key points. In the afternoon the business process documentation will be reviewed.

A report will be produced that compares the physical site and its processes to the AMS-IX standard using the traffic light process as shown below. A draft report will be produced that the applicant will have two weeks to comment against. After the applicant’s comments have been taken into account a final report will be submitted to AMS-IX. If AMS-IX accept that the technical status of the applicant’s site is suitable to meet the AMS-IX standard then an approval letter will be sent to the applicant stating that that the site is an AMS-IX approved site and that this approval last for two years from the date of the last successful audit.

Compliant /	?	?	Not compliant X
Meets the specification	Other comments are given		Does not meet the specification

4 Technical design and implementation

4.1 Location

	Minimum requirements	Audit results and comments
4.1.1	The building must be in an area with flood protection	
4.1.2	The building should be no closer than 0.10 km from a railroad or major interstate highway	
4.1.3	The building must be at least 500 m from a radar transmitter	
4.1.4	The building must be at least 100m from a mobile telephone mast	
4.1.5	The building must be at least 100m from any source of electrical interference	
4.1.6	The building must have adequate access by road and nearby parking facilities	

4.2 Architectural and building requirements

	Minimum requirements	Audit results and comments
4.2.1	Any computer room windows facing east, west or south must be covered to prevent thermal solar gain.	
4.2.2	Computer room not to be located below plumbed areas such as rest rooms, janitor closets, kitchens, laboratories and mechanical rooms unless a flood containment system has been put in place.	
4.2.3	The building must have a dedicated loading area to handle all anticipated deliveries of supplies and equipment.	
4.2.4	The building materials must be non-combustible e.g. brick, concrete, plasterboard etc.	

4.2.5	The computer room height must allow 0.4 m above the equipment rack on a solid floor and 0.4 m above and below a rack for a raised floor	
4.2.6	All floors must be capable of supporting 750 kg equipment racks	
4.2.7	If a raised floor is fitted then it must be at least 400 mm high with air flows not substantially blocked	

4.3 Security and access control requirements

	Minimum requirements	Audit results and comments
4.3.1	Any windows at ground floor level, that allow direct access into the data centre, must be barred	
4.3.2	Security staff per shift to be at least one person per 3000 m ² of the data centre area 24 hours per day.	
4.3.3	Motion detector alarms in computer rooms, M&E plant rooms, telecommunication entrance rooms and, office areas	
4.3.4	Doors into computer rooms to be controlled by pin, swipe card or biometric access	
4.3.5	Main door into the data centre to be controlled by pin, swipe card or biometric access	
4.3.6	Manned security counter with signing-in and badge allocation to visitors	
4.3.7	Digital CCTV monitoring and recording of all external doors to the computer rooms	
4.3.8	No unauthorised persons must be able to enter the computer rooms, M&E plant rooms, telecommunication entrance rooms and office areas	

4.4 Fire precautions, smoke detection and fire suppression

	Minimum requirements	Audit results and comments
4.4.1	Number and location of fire exits according to local codes	
4.4.2	Fire exits to be unblocked, opening in the right direction and with 900 mm wide approach routes	
4.4.3	Emergency lighting to be in place according to local codes or EU Directives	
4.4.4	Exit signage to be in place according to local codes or EU Directives	
4.4.5	Manual call points must be fitted according to local codes	
4.4.6	Walls and doors to the computer room, telecommunications rooms, M&E plant rooms and other critical areas to be fire rated to Dutch national standards	
4.4.7	The computer room to be protected by two coincident (double-knock) smoke detection systems. At least one system must be an aspirating smoke detector (ASD) monitoring return air flows. The second system must be another ASD device or a combination optical/ionisation detector	
4.4.8	Other parts of the building must be monitored by an ASD or a combination optical /ionisation detector	
4.4.9	All of the building's smoke detection systems must be integrated into one common alarm	
4.4.10	Setting off of the alarm must be transmitted to a third party monitoring agency or the fire brigade	
4.4.11	A maintenance log covering all items related to fire detection and suppression must be available for inspection	
4.4.12	Evidence of staff training in the event of a fire event must be available	
4.4.13	Fire marshals who will oversee evacuation of the building and other agreed activities must be identified for every shift	
4.4.14	An algorithm showing the cause and effect status of all fire related	

	equipment, e.g. HVAC, UPS, fire dampers, smoke detection, gas release etc., must be available for inspection and approval by AMS-IX.	
4.4.15	The computer room must be protected with a gaseous fire suppression system	
4.4.16	The gas fire suppression system must be an EU approved clean agent with low ozone depletion and global warming potential	
4.4.17	The gas fire suppression system must only be activated by two separate and concurring fire detection systems or by manual activation. The system must also have a manual override. The system must be left in automatic mode	
4.4.18	Areas protected by the gas fire suppression system must be fitted with adequate overpressure ventilation plates	
4.4.19	A means of purging the area of gas after a discharge must be in place	
4.4.20	Manual fire extinguishers must be placed at doorways or other relevant points containing CO ₂ or other approved fire suppressant.	
4.4.21	All fire related signage must be in place, e.g. gas suppression system warnings on doors, 'actions in the event of fire' notices etc	
4.4.22	Every room protected by a gas suppression system must be pressure tested to NFPA 2001: ISO 14520-1:2006 or EN 15004-1:2008 and a certificate to that effect to be available proving the room has passed the pressure test within the last 12 months	
4.4.23	All fire detection and suppression systems must be designed and installed by qualified personnel and designed to national or international standards, e.g. NFPA 75, BS 6266, VdS 2095 etc	
4.4.24	If the computer room, telecommunications room or M&E plant rooms have a sprinkler system then it must be of the pre-action type	
4.4.25	Adjoining rooms or buildings to the main data centre location should be protected with a sprinkler system. If they are not then the fire risk of the adjoining building must be assessed and methods to limit fire spread described.	

4.5 Provision of power supplies

	Minimum requirements	Audit results and comments
4.5.1	The site must be fed from a transformer substation dedicated to the data centre and its associated facilities	
4.5.2	Transformers must be in a secured area	
4.5.3	Power cables must enter the building and be terminated in a dedicated electrical switch room containing all necessary switching and metering	
4.5.4	The power available to the site from the mains utility must be at least 20% more than the peak projected load	
4.5.5	At least two standby generators, in an N+1 configuration, are required to provide power in the event of a mains failure	
4.5.6	The standby generator must be available with at least 24 hours of fuel	
4.5.7	If more than one generator is available then an automatic synchronizing device must be fitted with a manual override operation possible	
4.5.8	Operation of the generator will be by an automatic transfer switch that will detect mains failure	
4.5.9	The generator will automatically switch off when mains power is restored	
4.5.10	The generator will have manual controls but will be left set to the automatic setting under normal circumstances	
4.5.11	A maintenance and test regime will be in place and the system will have been tested with a load bank and then with a 'live' load	
4.5.12	A connection will be made available so that an external generator can be plugged into the main switchboard	
4.5.13	The generator and cabling will be in a secure location adjacent or within the data centre	
4.5.14	The power capacity of the generator will be at least 20% more than the peak projected load	
4.5.15	The ICT equipment will be protected by an Uninterruptible Power Supply,	

	UPS, in an N+1 manner	
4.5.16	The energy storage mechanism of the UPS will be sufficient that there will be adequate time for the standby generator to start and come on line	
4.5.17	Each UPS will have its own dedicated energy storage medium, e.g. battery string, kinetic energy system etc.	
4.5.18	The UPS will be centralised	
4.5.19	The capacity of the UPS will be greater than the peak projected load. The average running load capacity will not be more than 80% of the UPS capability	
4.5.20	The UPS will have a software based monitoring, reporting and alarm system	
4.5.21	The UPS will be capable of an automatic and manual bypass onto raw mains feed in the event of maintenance requirements or complete UPS failure	
4.5.22	UPS units connected in parallel will have been fully tested under load and will be guaranteed by the manufacturer for that configuration	
4.5.23	The UPS will distribute power to the ICT equipment via Power Distribution Unit (PDU)switchgear	
4.5.24	Two power cables will be available to each rack location fed from two separate PDUs	
4.5.25	Equipment racks will be supplied with at least two 16 amp single phase feeds	
4.5.26	Racks requiring more power will be supplied with more single phase 32 amp feeds or a three-phase distribution system	
4.5.27	Three phase power distribution systems throughout the data centre will be evenly loaded to within 5% of each other and this must be easily measurable at all significant points e.g. UPS output	
4.5.28	Two power strips will be available in each rack each fed from a separate PDU. Each power strip must have a local current monitoring facility	
4.5.29	The building will be protected with a lightning protection system	
4.5.30	External plant such as generators and condensers will have all external metalwork earthed so that surge currents cannot enter the building	
4.5.31	Incoming copper communications cables will be protected with surge suppressors before they enter the computer room	

4.5.32	The computer room will have an exposed copper main earth terminal that will be the earth reference point for the room	
4.5.33	The following items will connected to the earthing system; all equipment racks, at least every 6 th leg of any floor pedestal arrangement, all metallic cable containment, all electrical switchgear, HVAC units and metallic ducting, all metallic pipes, the exposed structural steel of the building	
4.5.34	If power is lost to a rack or racks then the system must be able to restart automatically without causing circuit breakers to trip out due to high inrush currents. This may be achieved by using 'soft-start' equipment, automatic sequential start up procedures or by having sufficient overcapacity in the power supply train.	
4.5.35	Essential items in the power train e.g. Automatic Transfer switches etc, must be fitted with a means of bypass and isolation so that every item can be isolated or removed for maintenance	

4.6 Provision of cooling and ventilation

	Minimum requirements	Audit results and comments
4.6.1	The computer room must maintain temperature and humidity control according to the ASHRAE 2011 requirements listed below. Battery rooms must be limited to 25 ^o C. The system must maintain this capability at full load and with an external temperature of 36 ^o C	
4.6.2	HVAC equipment shall be connected to the mains input and backed up with a standby generator as described in section 3.5	
4.6.3	HVAC equipment shall supply cooling capacity in an N+1 format	
4.6.4	HVAC equipment shall be rated to at least 20% more capacity than the maximum expected steady state load of the computer room even after one CRAC unit has failed or been turned off	
4.6.5	Humidity control must be provided	
4.6.6	A ventilation system must be in place to change the air in the computer, telecoms room, plant room at approximately one air change per four hours	
4.6.7	All incoming air must be filtered according to ISO Class 8 standard. Smoke	

	detectors must be fitted to the incoming air, after filtration, that will shut off the air intakes if smoke is detected	
4.6.8	A means of purging gas-protected rooms must be in place for removal of fire suppression gas after a discharge event	

ASHRAE 2011 computer room environmental requirements

Low end temperature	18 ⁰ C
High end temperature	27 ⁰ C
Low end moisture	5.5 ⁰ C dew point (note, this may be taken as a minimum RH of 35% for simple measuring)
High end moisture	60% RH and 15 ⁰ C dew point

In addition

Minimum cold aisle temperature	18 ⁰ C
Maximum cold aisle temperature	24 ⁰ C
Maximum hot aisle temperature	35 ⁰ C

If there is no defined 'hot aisle-cold aisle' layout in place then measurements will be taken at the air input and air exhaust sections of all appropriate racks.

4.7 Provision of Cabling and cable management

	Minimum requirements	Audit results and comments
4.7.1	A standards-based structured cabling system is to be in place to provide connectivity to every rack for which the data centre operator is responsible for	
4.7.2	All interior cabling shall be of a low flammability type. Any new cabling must be specified as low flammability and zero halogen type	
4.7.3	External cables, i.e. flammable construction, shall not be taken more than 5 m into the building before they are terminated or enclosed in a non	

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	flammable conduit system	
4.7.4	Every rack will have access to a cable containment system, above and or below it, that will allow cables to be properly managed between racks	
4.7.5	Data and single phase power cables will be separated by at least 200 mm	
4.7.6	Data and three-phase power cables will be separated by at least 600 mm	
4.7.7	No cable will be trapped in doors, laid out on the floor, strung between racks or forced into right angle bends	
4.7.8	Every cable will have a unique identity label at both ends denoting origin, destination and if necessary, owner	
4.7.9	Every equipment rack will have a unique identity and if necessary, owner's label	
4.7.10	There will be a separate telecommunications room or dedicated 'comms' area in the computer room for connecting separate external telecommunications cables inputs.	
4.7.11	Telecommunications rooms or areas, that contain active equipment, will provide; air conditioning and fire protection to the same standard as the computer room, change from external grade to internal grade cable, provide overvoltage protection on all copper cables, provide a clear demarcation between ownership of cables and equipment	
4.7.12	All cables passing through fire walls will be sealed against fire and smoke to national or EU regulations	
4.7.13	All metallic cable containment items to be correctly earthed	
4.7.14	Each equipment rack will provide adequate vertical and horizontal cable management items to prevent patchcords from obscuring any item of equipment	

4.8 Building Management Systems and monitoring

	Minimum requirements	Audit results and comments
4.8.1	The computer room will have at least one general temperature sensor and one general humidity sensor for the room	
4.8.2	Telecommunications and plant rooms will have a general temperature and humidity sensor	
4.8.3	There will be a water sensor under every raised floor, every CRAC unit and every water cooled rack and also in every plant room	
4.8.4	A software-based BMS will monitor <ul style="list-style-type: none"> -every temperature, humidity and water sensor -the status of the fire alarm panel -the status of the security/access control system -the status of the incoming mains and automatic transfer switch -the status of the generators -the status of each UPS and CRAC unit -the status of any fire/smoke control or HVAC dampers -its own status 	
4.8.5	This information will be displayed on a dedicated BMS terminal with graphical interface	
4.8.6	The essential items of the BMS system will have a dedicated UPS supply with at least one hour of battery time or with other power backup methods.	
4.8.7	A management strategy will be in place that will describe the reaction to each alarm, who will respond and response outside of normal working hours	
4.8.8	Essential alarms will connect via an external telecommunications circuit to an agreed list of stakeholders	
4.8.9	The BMS will store historical trends and generate incident logs and reports	
4.8.10	The BMS will be fail safe in that if it should fail it will not affect the operation of any system that it purely monitors	

5 Operational Requirements

Management techniques must be put in place that give operating procedures and protocols that ensure the continuing efficient and reliable operation of the data centre and timely communication to all stakeholders.

5.1 Good work practices in the building

	Minimum requirements	Audit results and comments
5.1.1	The data centre will have one central manned pedestrian entrance and one general loading bay area	
5.1.2	All equipment will be unpacked and assembled in a dedicated 'build' area and not in a live computer room	
5.1.3	There will be a dedicated control room or area. All control and monitoring functions will be connected into and displayed in the control room	

4.2 Operational Management Documentation required

	Minimum requirements	Audit results and comments
5.2.1	A general operations manual is required that brings together all the operating requirements and settings of the data centre	
5.2.2	All major items of equipment, e.g. UPS, HVAC, generator etc shall be included in an asset register which will include a settings and operational procedure to include <ul style="list-style-type: none"> • Location • Serial number • Data of procurement • Manufacturer contact details • Maintenance/call out contact details • Service history 	

	<ul style="list-style-type: none"> • Dates of calibration if required • Settings and set points to be observed e.g. RH and return temperature on CRAC units 	
5.2.3	A checklist is required of all items that need to be left in an 'automatic' status and where these controls are located, e.g. fire control panel and gas suppression system, activation of standby generator etc	
5.2.4	Site documentation information to include <ul style="list-style-type: none"> • Building and floor plans • Locations of racks and other major items of equipment • Rack layout • Logical and physical interconnectivity of equipment 	
5.2.5	A 'call list' is to be available which will list all principle staff of the data centre, their function and contact details plus any appropriate suppliers, maintenance companies and emergency services	
5.2.6	The data centre will have a safety operations manual that will detail <ul style="list-style-type: none"> • Safe working at height • Safe use of electricity • Use of laser transmission equipment • Lifting heavy loads • Monitoring of noise in the workplace • Use of barriers around work areas such as missing floor tiles etc 	
5.2.7	An algorithm chart is required that will detail the cause and effect of all related <ul style="list-style-type: none"> • Fire detection • Alarm states • Activation of gas suppression • Control of dampers • Powering off of power supply equipment • Powering off of HVAC units • Restart procedures 	
5.2.8	A method statement is required detailing how visitors will be identified and escorted around the site	
5.2.9	A method statement is required detailing how external contractors may enter and work on the site and how their work is monitored, controlled and	

	recorded	
5.2.10	An audit trail is required that demonstrates how changes to the design and fabric of the data centre are made. This could be by a Change Control Document and Work Order method	
5.2.11	A written plan must be in place that details how all alarms states and system failures will be handled by the data centre staff	

5.3 Maintenance procedures

	Minimum requirements	Audit results and comments
5.3.1	Any internal staff involved in maintenance must be trained and qualified to do so. A personal statement must demonstrate how this competence has been achieved e.g., professional/trade qualifications, attendance at manufacturers' training courses etc	
5.3.2	Any external contractor involved in maintenance must also be able to demonstrate competence	
5.3.3	All equipment requiring maintenance shall have a maintenance log detailing the equipment, maintenance dates, outcomes, contact details etc. See 4.2.2	
5.3.4	Maintenance on critical items must take place at agreed times. These will be during 07h00-12h00 (GMT +1h). Incident Management, i.e., to bring a component back into production after a failure, should be done between 00h00 and 07h00Maintenance will be pre-announced to stakeholders at least one week in advance. There will be no routine maintenance work on critical items outside of these time windows.	

6 Business Continuity requirements

Recovery plans must be in place that has an established and rehearsed procedure for dealing with any incident that impairs the operation of the data centre and puts in to place a recovery programme.

An ICT continuity programme must

- Understand the threats to, and vulnerabilities of, ICT services
- Identify the potential impacts of disruption to ICT services
- Provide collaboration between data centre staff, internal and external service providers and stakeholders
- Demonstrate competence by credible responses through exercising ICT continuity plans and test ICT continuity arrangements

The data centre must be able to

- Protect the ICT environment through resilient design and best practice engineering
- Detect incidents at the earliest opportunity
- React to an incident in an appropriate manner
- Recover the data processing and communications systems in a prioritised manner
- Operate in a disaster recovery mode until normal operations are possible
- Return to a normal business position

6.1 Incident handling and disaster recovery

	Minimum requirements	Audit results and comments
6.1.1	The data centre must have a risk assessment analysis that details risks, the impact of these risk and the strategy to obviate these risks, e.g. <ul style="list-style-type: none">• Site: fire, flooding• Operations: power supply failure• Personnel: major epidemic etc	

	<ul style="list-style-type: none"> • Communications: main cable damage 	
6.1.2	All critical systems such as UPS status, fire conditions etc, must be automatically monitored. These are detailed in section 3.8	
6.1.3	Any critical failure or loss of service must be communicated to AMS-IX by telephone within five minutes	
6.1.4	Any critical failure or loss of service must be automatically communicated to all relevant personnel, management and other stakeholders within five minutes	
6.1.5	The method of communication to external agencies and stakeholders must be independent of the same critical facilities that have failed e.g. essential monitoring and communications equipment must be powered by an independent battery-backed supply	
6.1.6	A written plan must be in place that details how all alarms states and system failures will be handled by the data centre staff	
6.1.7	<p>All major incidents will be subject to a management review that will detail</p> <ul style="list-style-type: none"> • What the incident was • Where it happened • When it happened • What was the impact on service provision • How was it dealt with • What changes can be made to prevent a similar incident happening again 	
6.1.8	A statement is required that will detail the impact of a sudden and complete loss of power on the ICT equipment and how a restart will be managed	
6.1.9	A 'call list' is to be available which will list all principle staff of the data centre, their function and contact details plus any appropriate suppliers, maintenance companies and emergency services. Contact details must also include 'out-of-hours' contact details and define responsibilities of all the parties.	
6.1.10	The effects of power cuts must be simulated to prove the operation of UPS and generator start up routines. These simulations must be treated as maintenance episodes and take place and be communicated as 4.3.3	

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