

Standard Operating Procedures (SOP) for:			
<b>Computer Room Operation</b>			
SOP Number:	<b>DG23</b>	Version Number:	<b>1</b>
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Date	<b>15 July 2014</b>

Accountability:	
Position	Line Managers
Responsibility:	
Position	Directors/AD /Heads of Department/ Heads of Service

Revision History			
Version	Description	Author	Date
1	Initial version.	William Mordaunt	23/03/2010
1	Annual Review – No change	Tavinder Jhandu	08/04/2014

<b>Purpose and Objective:</b>
To ensure that computer rooms are managed and operated in accordance with industry best practice. To define standards for the management and operation of computer rooms.
The College operates a number of computer rooms. Main computer rooms are generally operated by IT Services and house servers and other equipment providing College-wide services. Secondary computer rooms, some of which are operated by IT Services, house departmental systems and/or communications equipment.

<b>SOP Text</b>
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	Responsibility	Activity
1.	IT Services/ Heads of Department	Computer rooms shall be located in secure areas, protected by a physically sound security perimeter. All doors and windows shall be suitably protected against unauthorised access.
2.	IT Services/ Heads of Department	Access to computer rooms shall be by authorised personnel only. Entry control mechanisms shall be used to ensure that only authorised personnel are allowed access.
3.	IT Services/ Heads of Department	Computer rooms shall be monitored by intruder detection systems and, where practical, CCTV, monitored by security staff.

4.	IT Services/ Heads of Department	Visitors to computer rooms shall be accompanied at all times unless their access has been previously approved. A record shall be maintained of the arrival and departure times of all visitors.
5.	IT Services/ Heads of Department	All staff and visitors requiring access to computer rooms shall be made aware of the security requirements outlined in this procedure and of emergency procedures.
6.	IT Services/ Heads of Department	All computer rooms shall be equipped with ceiling mounted smoke detectors. Main computer rooms shall be equipped with additional fire detection measures including heat detectors and automatic fire suppression systems, and flood detection.
7.	IT Services/ Heads of Department	Equipment in computer rooms shall be protected from power failure and fluctuation by an uninterruptible power supply (UPS).
8.	IT Services/ Heads of Department	Computer rooms shall be provided with air conditioning systems to prevent overheating of equipment. Main computer rooms shall have air conditioning systems designed to eliminate a single point of failure.
9.	IT Services/ Heads of Department	Temperature and humidity shall be regularly monitored in main computer rooms and appropriate corrective action taken if measurements fall outside normal operating ranges.
10.	IT Services/ Heads of Department	No food or drink shall be taken into or consumed in computer rooms.
11.	IT Services/ Heads of Department	No photography shall be permitted in computer rooms without the prior approval of the Director of Information Technology Services or the Head of the department which is responsible for the room.
12.	IT Services/ Heads of Department	Main computer rooms shall be provided with a raised floor to enable routing of cables below floor level. The floor surface shall be vinyl tiles or similar material to avoid the accumulation of dust. Flooring material shall be aligned with the underlying raised floor tiles to facilitate access to the under floor area.
13.	IT Services/ Heads of Department	Equipment in main computer rooms shall be housed in purpose made equipment racks. Racks with integral doors shall be used unless equipment will not fit within them. Where doors are fitted, then the doors shall be kept closed unless access to the equipment is required.
14.	IT Services/ Heads of Department	Cable management systems shall be used in computer rooms to route cables between equipment and to patch panels. Trailing cables across floor areas shall not be permitted.
15.	IT Services/ Heads of Department	Computer rooms shall not be used as storage areas. Cardboard boxes and paper materials shall not be kept in computer rooms except for the purposes of installing or removing equipment.