

# PROTECTING Critical Infrastructure Sites & Data Centres



## Your Partner in Minimising Risk

At Grosvenor, we understand that critical infrastructure sites like data centres host organisations' most critical IT solutions and is ultimately where 'The Cloud' lives. With so much at stake, the focus when servicing these sites is always driven by processes to mitigate risk.

We have a track record partnering with the critical infrastructure and data centre clients to streamline risk averse maintenance practices, designed to minimise unforeseen outages.

### With services including:

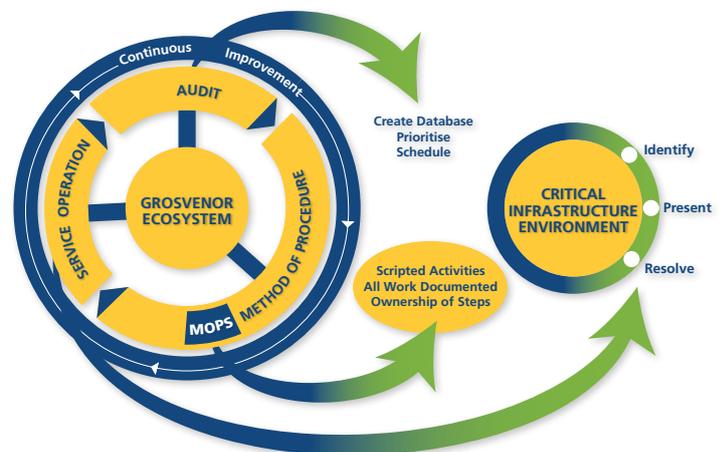
- HVAC & Mechanical Maintenance
- FIRE Compliance Testing plus Projects
- Auditing
- Sustainability
- Electrical services

Grosvenor Engineering Group is well placed to ensure the smooth operation of your critical infrastructure.

## How Grosvenor can help

For some time now, prescriptive maintenance has been a key element of fire and electrical testing. Driven by legislation, this practice ensures maintenance and testing is scheduled and reported in line with Australian Standards (AS); and that issues are resolved as part of robust nationally recognised processes.

By transferring these best practices to HVAC & Mechanical servicing, Grosvenor is able to offer critical infrastructure data centre customers a transparent, reliable and reportable service and the peace of mind that it brings.



## Mitigate Potential Downtime Linked to Human Error

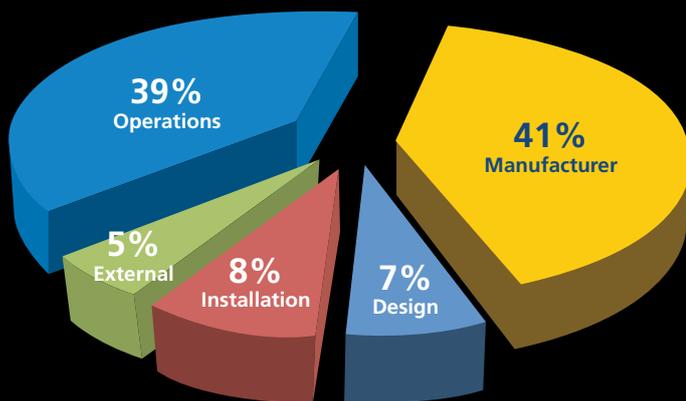
Importantly, we deliver services aligned to standards established by the Uptime Institute – a leading data authority driving a global standard for the proper design, build and operation of data centres.

Our specifically tailored Methods of Procedure (MOPS) have been developed to mitigate the risk of unscheduled downtime and potential costlt errors. When integrated into a focused maintenance regime, MOPS will reduce potential for human error and risk overall.

### Key elements with these practices include:

- Maintenance & switching activities which are always scripted
- Maintenance steps which are well documented
- Ownership of all maintenance steps
- All work is part of a larger closed loop process

## [ More Easily Determine the Root Cause of Incidents



## [ Tier Standards

The Standards refer to physical topology and design of the data centre infrastructure that directly affects critical facility operations. The Uptime Institutes Tier Standards are categorised in four levels:

- **Tier IV** - Fault tolerant site infrastructure
- **Tier III** - Concurrently maintainable site infrastructure
- **Tier II** - Redundant capacity components site infrastructure (redundant)
- **Tier I** - Basic site infrastructure (non-redundant)

## [ Operational Sustainability

Focused on management, operations and maintenance, this establishes behaviours to reduce risk associated with the management, operations and maintenance of critical HVAC, Fire and other hard technical assets supporting a site.

Operational sustainability assesses factors that include staffing presence, staffing qualifications and planned maintenance programs. As a vendor supporting Uptime compliant data centres, we are committed to further aligning our staffing qualification and planned maintenance programs to the specific requirements of any critical infrastructure customers.

**Operational Sustainability Certification is defined by three levels:**

- **Gold** - full uptime potential of the installed infrastructure realised or exceeded
- **Silver** - opportunities for improvement to achieve full potential of installed infrastructure
- **Bronze** - significant opportunities for improvement to achieve full potential of installed infrastructure

Used together, the Operational Sustainability Certification becomes a suffix to Tier Certification, e.g. Tier III 'Gold'.

## [ The Results

With high profile customers like Fujitsu and NEXTDC and with 25 years of industry experience, we have successfully leveraged our service expertise, reporting capabilities and custom-built ERP Asset Resource Management System (ARMS), to assist customers achieve Uptime Operational Sustainability Certification for their Tier III & IV Gold data centre sites.

Underpinned by our Data-Knowledge-Action methodology, our asset management services can be relied upon to reduce the downtime risk for all our critical infrastructure customers.