

Evaluating Trust and Excellence in Data Centre and Colocation Operations Checklist.

Trust in business is subtle and qualitative. Trust in data centres operations and colocation services is essential, therefore organisations and their data centre partners need to establish a symbiotic relationship built on trust. Macquarie Data Centres have developed this comprehensive checklist to help you better understand and evaluate these critical relationships. Our goal is to help you evaluate your IT infrastructure posture.

Baseline Audit

Better understand your needs, the origins of any existing vendor engagements and evolving compliance requirements.



Identify the original needs and problems your organization set out to solve: What were your organisation's requirements and driver(s) for colocation?



Review the initial scope and approved scope of work: How many of the initial requirements were met, and what was left out?

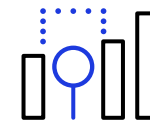


Your evolving needs: Have your organisation's requirements changed over time? List out how they have evolved from the original scope of engagement.



Ensure your current colocation provider is meeting your needs:

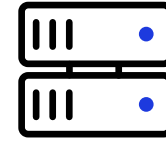
- **Certifications:** do they have the certifications required to meet your current requirements? **Service:** In terms of service, evaluate the quality of service you currently get. When was the last time they provided exceptional service that went above and beyond?
- **Partnership:** Assess the current relationship, is your colocation vendor a valuable partner, enabling your growth and success?



Action: Perform a gap analysis to determine if your current colocation vendor is capable of managing your business requirements today and in the future.

Future Growth & Capacity

With a better understanding of your current needs and state of delivery, this section will assist you in evaluating colocation partners who can assist you in the future. When evaluating new vendors, make sure to focus on these areas.



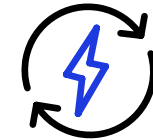
Available capacity



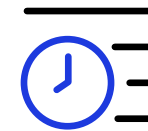
Global & local certifications



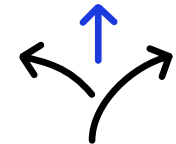
Capacity roadmap
& future investments



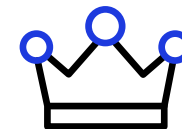
Uptime availability
guarantees



Track record, experience
& existing customers



Design flexibility
& support for
reference architecture



Corporate ownership
& sovereignty

Operational Excellence Security & Reliability

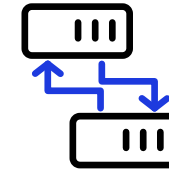
Peace of mind is priceless when the rubber truly hits the road. This section looks at the mission-critical operations, assessing for track record and capability in these key areas.



Physical security credentials



Uptime



Site redundancy
& resiliency



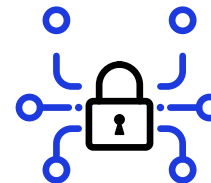
Service management
portals & tools



Remote hands capability &
security cleared staff



“Ready for Service”
in-house project
management capabilities



Cyber security posture
& capability



Support for high-density
workloads & advanced
cooling technology

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