



Data Center ScoreCard

Instructions: This is a simple scorecard you can use to rate your current environment, procedures and processes. It is not comprehensive and is a sampling method only. It is not a scientific survey or evaluation. You should be able to complete this in a few minutes. Select the one best answer and indicate the number of points for each question. Then total these up on the last page of the survey. There are some score ranges at the end of this document for you to consider.

1. How old is your current data center / server room?

- Less than 2 years old (1 point)
- 2-5 Years old (2 points)
- 5 to 10 years old (3 points)
- 10-15 years old (4 points)
- 15 plus years old (5 points)

Number of points ____

2. Designed number of data centers / server rooms

- We have multiple data centers and are working on funding to upgrade our IT data center strategy (1 point)
- We have intentionally consolidated and run a single “production” data center (2 points)
- The single “production” data center is a high availability design (3 Points)

Number of points ____

3. Have you experienced an *unplanned* outage

- No unplanned outages in last 5 years (1 point)
- 1 unplanned outage in last 5 years (2 points)
- 1 unplanned outage in last 12 months (3 points)
- More than 3 unplanned outages in last 5 years (4 points)

Number of points ____

4. Have you experienced a *planned/ schedule* outage

- We schedule maintenance and this is performed on a regular basis (annual) and there were no issues or problems. (1 point)
- Scheduling downtime is a challenge and occurs infrequently (2 points)
- We have experienced problems in the past and scheduling downtime is very challenging (3 points)

Number of points ____

5. We conduct IT DR testing

- Comprehensive end to end testing at least annually (1 point)
- We test components of our critical environments over time (2 points)
- IT DR Testing is a challenge internally and externally (3 points)
- We have not conducted IT DR Testing (4 Points)

Number of points ____



- 6. We have completed a Business Impact Analysis / Assessment (BIA)
 - The BIAs are completed at least annually (1 point)
 - It has been more than a year since we have completed a BIA (2 points)
 - We have not done a BIA in several years (3 points) **Number of points** ____
- 7. We have completed a Risk Assessment (RA)
 - This is done for all data center and business operations at least annually (1 point)
 - Our Enterprise Risk unit does most of this (2 points)
 - We have not completed a formal RA specific to the data center (3 points) **Number of points** ____
- 8. Our cost and impacts of an unplanned outage
 - The impacts are known, up to date and approved by top management (1 point)
 - We have a general sense and range of the impacts of an outage (2 points)
 - Other areas of the organization are responsible for this (3 points) **Number of points** ____
- 9. The major risks to the data center
 - Are documented and controls are in place (1 point)
 - Will not occur as we have been at this location for a long time and experienced no problems (2 points)
 - We are planning to relocate (3 points) **Number of points** ____
- 10. We have multiple high availability data centers
 - These are Active-Active designs where there is a potential for minimal and acceptable lost transactions. (1 point)
 - We have a blend of Active-Near Active and Failover strategies (2 points)
 - Our data centers are in the "cloud" so we have no concerns (3 points) **Number of points** ____
- 11. IT DR staff levels
 - In the production and support areas we meet our requirements and there is low levels of staff turnover (1 point)
 - We supplement with contractors and consultants (2 points)
 - We have very few staff as this is outsourced and we have Service level Agreements in place (3 Points) **Number of points** ____
- 12. Our IT DR strategy and the organization's Business Continuity Strategy
 - These are aligned and coordinated (1 point)
 - We have a IT technical liaison that coordinates with the BC area (2 points)
 - We are in the cloud so will have no major outages (3 points)
 - We are undergoing changes and am not sure what will occur on this issue (4 points) **Number of points** ____



13. The occurrence of a major production outage

- Will be managed and there is evidence that we have an appropriate plan, staffing and resources to meet the timeframes and service levels (1 point)
- We have a high level of confidence that we can meet all time frame requirements (2 points)
- We have sourced the critical systems and have had no issues (3 points)

Number of points ____

14. We have experienced a “cyber-attack”

- We are able to prevent, isolate and respond (1 point)
- this caused problems and we are working on controls (2 points)
- This is a focus area for 2016-2017 (3 points)

Number of points ____

15. We (my team) have the ability, experience and competence required for our positions

- technical training, certification and experience (1 point)
- We have solid skills but are “thin” in several areas (2 points)
- There are several staff that are eligible for retirement and there are limited strategies to manage this concern at this time (3 points)
- We have internal training and share our experiences and still need some additional training (4 points)
- Our training capabilities and budget need improvement (5 points)

Number of points ____

16. Our team was involved in the original design and build of the data centers

- then our team has operated this facility (1 point)
- Other areas completed this project and then handed it over to our team to operate (2 points)
- The original design team members are no longer available (3 points)
- I have no idea who designed this facility (4 points)
- We inherited this facility and have been making improvements and enhancements as budgets are approved (5 points)

Number of points ____

17. We have an end of life plan for this facility

- That is in discussion and development (1 point)
- We are tasked to keep this facility running (2 points)
- I do not know (3 points)

Number of points ____

18. Our electrical power systems

- Are up to date and have sufficient capacities for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed (3 points)

Number of points ____

19. Our cooling systems

- Are up to date and have sufficient capacities for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed (3 points)

Number of points ____



20. Our life safety systems

- Are up to date and have sufficient capacities for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed (3 points)

Number of points ____

21. Our network systems

- Are up to date and have sufficient capacities for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed (3 points)

Number of points ____

22. Our data processing / storage systems

- Are up to date and have sufficient capacities for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed (3 points)

Number of points ____

23. Our data center management systems (DCIM)

- Are up to date and have sufficient capacities for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed (3 points)
- What is DCIM? (4 points)

Number of points ____

24. Our document management systems

- Are up to date and effective for the future (1 point)
- Are approaching capacity and aging (2 points)
- We keep our fingers crossed and have lots of work to do (3 points)

Number of points ____

Total Number of Points ____

Instructions:

- Total up the points for all of the questions. The lower the number the more prepared you appear to be.
- You may want to share this with members of your team or colleagues to gain their perspective and to identify areas where opinions may vary.

Review

- A score in the 24 to 30 range indicates that your data center appears to be in reasonable operational condition. There may be some areas to focus on in order to improve your availability levels.
- A score in the 30 to 50 range indicates that it may be time to complete an audit / health check of your environment. Being proactive may help to avoid any disruptions.



Business Continuity Services, Inc.

Your *Right Source* Solution

- A score higher than 50 points indicates that it is time to upgrade your environment or commence a feasibility study to provide strategies and alternatives to manage the risk of future outages and disruptions.

Tips and Suggestions

- You may have the time and expertise internally to review and conduct a review of your data center.
- An excellent education option is the Critical Environment Auditor course provided by ICOR.
<http://theicor.org/courseinfo/CSILTIFMARM7000.html>
- You may choose to select a competent external consulting resource to help you identify risks and areas for improvement.

End of Document