MIS 5202 Week 8
IT Operations & Support
What does a data center really do?

- Provides network services
- Provides applications services to the company
- Provides data storage and backup service
- Provides maintenance services for all of its HW & SW
- Provides technical support services
- It keeps itself safe and always available

Operations = the organization

Data Center = the place
What is a Service?

• A **Service** is a set of actions or solutions that are put in place or are performed to provide a **repeatable and consistent** set of outcomes, deliverables, and performance for people, organizations, and systems that represent consumers or beneficiaries of such results.

The International Foundation for Information Technology.
How repeatable? How consistent?

<table>
<thead>
<tr>
<th>Data Center Tier</th>
<th>Uptime Percentage</th>
<th>Minutes Down Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>99.671%</td>
<td>1729</td>
</tr>
<tr>
<td>2</td>
<td>99.741%</td>
<td>1361</td>
</tr>
<tr>
<td>3</td>
<td>99.982%</td>
<td>94</td>
</tr>
<tr>
<td>4</td>
<td>99.995%</td>
<td>26</td>
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</table>
Managing Quality in IT

• IT is all about providing services
• Quality of an IT service is about meeting desired outcomes
• Non-desired outcomes are service defects
• QMS means an organizational spirit of continuous improvement
• Making improvements to prevent service defects means establishing controls on the process
• Therefore a strong control environment is highly analogous to having a strong QMS
Basic Data Center Controls

• Design & Infrastructure Controls
• Physical Access Controls
• Hardware Management Controls
• Contingency Planning & Disaster Recovery
• Monitoring
• Performance Management
Claimproof Insurance Case

• Take 30 minutes
• What are the high risk issues facing Claimproof’s operations?
• What controls are missing or poorly executed?
• How would you recommend they tighten up their operations?