

Corporate Data Center Operations Manual

Standard Operating Procedures

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1. Overview

This Operations Manual defines the standard operating procedures (SOPs) for Acme Corporation's primary data center located in Austin, TX. It governs daily operations, routine maintenance, incident response, and access control. All data center personnel are required to read, acknowledge, and comply with the procedures outlined in this document.

2. Access & Security

Physical Access	Badge + biometric authentication required. Visitors must be escorted by authorized staff at all times.
Authorization	Access granted by IT Infrastructure Manager. Quarterly access reviews conducted by Security team.
Prohibited Items	Food, beverages, personal storage devices, and recording equipment are prohibited in the data center.
Incident Reporting	Any unauthorized access attempt must be reported to Security immediately via ext. 5555 or security@acmecorp.com.

3. Daily Operations Checklist

Step 1	06:00 – Morning Check	Review overnight monitoring alerts. Verify UPS battery status and generator readiness via DCIM dashboard.
Step 2	08:00 – Temp & Humidity	Confirm hot-aisle/cold-aisle temperatures are within 65–75°F. Humidity target: 40–55% RH. Log readings.
Step 3	12:00 – Backup Verify	Confirm completion of overnight backup jobs. Escalate any failed jobs to the Storage team immediately.
Step 4	16:00 – Capacity Review	Review server and storage utilization. Flag any resources exceeding 80% capacity to the Infrastructure Manager.
Step 5	20:00 – Evening Audit	Conduct physical walkthrough of all racks. Verify cable management, indicator lights, and cooling airflow.
Step 6	23:00 – Change Freeze	Enforce change freeze window (23:00–06:00) unless authorized Emergency Change Request is on file.

4. Incident Response

Severity 1 – Critical	Full outage or data loss risk. Escalate to on-call Infrastructure Lead within 5 minutes. War room initiated.
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Severity 2 – High	Partial outage or degraded performance. Acknowledge within 15 min. Resolution target: 2 hours.
Severity 3 – Medium	Non-critical system affected. Acknowledge within 1 hour. Resolution target: next business day.
Post-Incident Review	All Sev 1 and Sev 2 incidents require a written Root Cause Analysis within 5 business days.

5. Routine Maintenance Schedule

Task	Frequency	Owner
UPS load test	Monthly	Facilities
Generator failover drill	Quarterly	Facilities + IT Ops
Fire suppression inspection	Semi-annual	Third-party vendor
Full DR failover test	Annual	IT Infrastructure + BCP Team
Access rights review	Quarterly	Security

6. Emergency Contacts

On-Call Infra Lead	Pager: 800-555-0101 infra-ocall@acmecorp.com
Facilities Manager	Ext. 4400 facilities@acmecorp.com
Security Operations	Ext. 5555 security@acmecorp.com Available 24/7
Cooling Vendor	CoolTech Inc. – 800-555-0234 Contract #CT-2024-88