



Site Certification

With the publication in 2001 of the White Paper *Industry Standard Tier Classifications Define Site Infrastructure Performance*, The Uptime Institute, Inc.[®] (*The Institute*) standardized the tiered approach to classifying data center site infrastructure. In accordance with the criteria established in that document, *The Institute* offers Site Certification of data center infrastructure systems and facility staff processes.

Site Certification establishes a standard in an industry where data centers of radically varying infrastructure all claim to deliver high availability. Site Certification is a non-biased, vendor-neutral rating for companies to share with their clients. A specific uninterruptible uptime potential is established for the facility with a rating assigned within the Tier classification system, which has become the industry standard.

During the Site Certification process, *The Institute* engages ComputerSite Engineering, Inc.[®] (CSE) to perform a series of three detailed reviews: a preliminary documentation review, a *Continuous Availability Review*SM (CAR), and a *Site Infrastructure Operations Review*SM (SIOR).

- The preliminary documentation review consists of a CSE home office analysis of site record documentation including "as built" records, one line drawings and other files deemed essential to allow *The Institute* to issue a Prospective Tier Classification of the data center, if design is adhered to 100%. The review letter features two addendums: an outline of design deficiencies and requirements to achieve the next or desired tier level and an outline of requirements for staffing and O&M procedures to achieve the next or desired tier level. This service is available independently.
- The CAR provides a baseline assessment of site infrastructure uptime potential with a summary of system strengths and weaknesses and an outline of upgrades that must be done to eliminate unplanned and reduce planned infrastructure downtime. Sixteen major subsystems are benchmarked against other data centers with comparable uptime objectives. Potential downtime vulnerabilities, capacity constraints and equipment or systems deficiencies are identified.
- The SIOR provides a comprehensive assessment of all facilities operations and a comparison with industry best practices. The review looks at staff levels and effectiveness, efficiencies, operating expenses, specialized and general training and the critically important concepts of "saves" and "uptime effectiveness." In addition to an analysis of current conditions, the review presents detailed observations and recommendations on human factors in support of uninterruptible site operations.

Site Certification is tied to the "weakest link" identified in the CAR and SIOR. Although many individual site subsystems may be rated a certain Tier level, the lowest rated subsystem dictates the rating for the overall system.

Leading to Site Certification, the CAR and SIOR are provided as one package to facilitate the development of an accurate, holistic assessment of all environmental systems and processes. The CAR team typically spends a week on-site and the SIOR is typically scheduled within two weeks of the CAR. Written reports resulting from each of these reviews are typically delivered within three weeks of the last day that the respective team is on-site. A final site visit is then scheduled for a Principal from *The Institute* to formally present the Certification. Unless otherwise noted, the Certification is valid for a three-year period.