

SERVICE PACKAGE: SL0020

RACK MANAGEMENT

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0 IT SERVICE PRODUCT OVERVIEW	
1.1	Reference # SL0020
1.2	Name Rack Management
1.3	Description Most Customer infrastructure within a facility is housed in a server rack. Racks can house several servers each, and provide a means to efficiently house these as well as providing power and connectivity. Rack management refers to the efficient arrangement of infrastructure within the racks. This includes installation and connectivity, as well as ensuring that the rack's weight and power usage remain within prescribed limits.
1.4	<p>Inclusions</p> <ul style="list-style-type: none"> ◆ Install infrastructure into rack. ◆ Connect power and network connectivity. ◆ Ensure that power consumption of all devices installed into the rack is within acceptable per-rack limits. <p>List/Diagram Management</p> <ul style="list-style-type: none"> ◆ The following lists and diagrams will be maintained to the level of accuracy and completeness produced by CUSTOMER at the Commencement Date. This covers: <ul style="list-style-type: none"> ◆ Asset list ◆ Rack diagrams ◆ Annual audit of ICT Infrastructure ◆ These lists are to be made available to approved Customer of Justice staff upon request. <p>Communication: Refer to Customer Service Handbook (CSH) for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.</p>
1.5	Exclusions N/A