Datacentre Interim Management

لا مشكله

Mafi Mushkila Ltd
www.mafi-mushkila.co.uk

Following the outsource of two of their three datacentres, a UK datacentre operator retained Mafi Mushkila to provide interim management of the remaining operational datacentre until the facility could be retired from operational service.

The engagement was initially for a 9-week period, which was extend by a further 9-weeks to allow the customer time to relocate remaining IT services. The datacentre required onsite management on a 24 x 7 basis, with senior management on call. Mafi Mushkila provided suitably experienced staff to provide cover for the shift pattern, a change management administrator and a datacentre manager.

Mafi Mushkila was responsible for:

- Change management
- Incident Management
- Security and Access Control
- Audit and Management Reporting
- Health and Safety
- Datacentre emergencies
- Supervision of works
- Collections and Deliveries
- Hardware Installation and Decommissioning
- Infrastructure Standards and Maintenance
- Assistance with fault remediation
- Liaison with mechanical and electrical technicians

Mafi Mushkila ensured that the standard of operational management did not drop, despite the fact that the datacentre was approaching the end of its operational life. This was vital to the customer as the datacentre still had critical ecommerce services operating from it, as well as legacy shared storage arrays that were being transitioned to new platforms.

Updated 18/07/09 (PAG)		Weekday 00:00 to 08:00	Weekday 08:00 to 16:00	Weekday 16:00 to 00:00	Weekend 08:00 to 20:00	Weekend 20:00 to 08:00	C. Bayne CB Hours	J Whysall JW Hours	P. Goldham PG Hours	J. van der Horst JV Hours	G. Wolfenden GW Hours	D. Wolfenden DW Hours	B. Cunnew BC Hours	C. Taylor CT Hours	TOTAL
Week 1															
Monday	17/08/2009		BC	PG											
Tuesday	18/08/2009	CB	BC	PG											
Wednesday	19/08/2009	CB	PG	JW											
Thursday	20/08/2009	CB	PG	DW											
Friday	21/08/2009	CB	PG	DW											
Saturday	22/08/2009	CB			PG	DW									
Sunday	23/08/2009				PG	JW									
							40	20	64			28	16		168
Week 2															
Monday	24/08/2009		CB	BC											
Tuesday	25/08/2009	JW	CB	DW											
Wednesday	26/08/2009	JW	CB	PG											
Thursday	27/08/2009	JW	CB	PG											
Friday	28/08/2009	JW	CB	PG											
Saturday	29/08/2009	JW			PG	GW									
Sunday	30/08/2009				PG	BC									
							40	40	48		12	8	20		168
Week 3															
Monday	31/08/2009		JW	PG											
Tuesday	01/09/2009	CB	JW	PG											
Wednesday	02/09/2009	CB	JW	CT											
Thursday	03/09/2009	CB	JW	CT											
Friday	04/09/2009	CB	JW	BC											
Saturday	05/09/2009	CB			PG	JW									
Sunday	06/09/2009				PG	BC									
							40	52	40				20	16	168
Week 4															
Monday	07/09/2009		DW	PG											