



Data Center Evaluation Checklist

Not all data center providers are created equal

EXECUTIVE SUMMARY

Although many data centers may look alike and make similar claims, not all data centers are created equal. You need to know what to look for when selecting a colocation provider and touring data center facilities. The best colocation providers deliver a secure and flexible foundation upon which you can deploy and manage the infrastructure that is at the core of your business. As you begin the selection process, make sure that you think about your long-term needs so that you can assure your provider has the capacity and flexibility to allow you to grow. A comprehensive marketplace of offerings will enable you to scale your organization within a data center, providing you consistent support for your IT strategy and into the future.

One of the most overlooked selection criteria is overall data center security. Traditionally the focus has been only on the physical security of the building. In fact, there's a much greater risk that bad actors will compromise your IT infrastructure in a colocation facility via the network, not the facility's front or back doors. To defend against this heightened cyber threat, assure your provider has a full suite of cybersecurity solutions available for you to implement. This should include a more secure, economical alternative to traditional firewalls and VPN access that also augments your overall security posture.

HOW TO USE

Use this checklist to ensure you cover all selection criteria as you tour various facilities. Before going to the tour, go through the list to prioritize your needs so you cover everything in the meeting. Use a separate checklist for each facility, and check the boxes and make comments directly in the form on your tablet.



The new Data Center Evaluation Checklist covers the following data center provider selection criteria:

- 1** Building facility

- 2** Compliance

- 3** Critical infrastructure

- 4** Ecosystem marketplace

- 5** Network and connectivity

- 6** Security

- 7** Service and operations

- 9** Sustainability

- 10** Trusted advisor and partner



DATA CENTER EVALUATION CHECKLIST

Data center provider:	
Date of visit:	
Data center address:	
Site visit conducted by:	

BUILDING FACILITY	Comments:
<input type="checkbox"/> Designed and built to Tier III standards	
<input type="checkbox"/> Adaptable design with secure cabinets and caged environments	
<input type="checkbox"/> Comfortable working environmental features and amenities: <ul style="list-style-type: none"> • Secure WiFi internet access • Food and beverage services • Lounges • Meeting and conference rooms • Physical storage facilities, lockers, carts 	
<input type="checkbox"/> Hardened structure built to withstand natural disasters inherent to the region (i.e.: hardened to withstand winds, hurricanes, tornados, and earthquakes)	
<input type="checkbox"/> Located outside of 100-year flood zone	
<input type="checkbox"/> Proximity to convenient transportation	
<input type="checkbox"/> Proximity to convenient hotels and restaurants	

COMPLIANCE	Comments:
<input type="checkbox"/> NIST 800-53 PE and FISMA High Capable	
<input type="checkbox"/> SSAE-18 (SOC 1) / ISAE 3402 compliant	
<input type="checkbox"/> PCI DSS compliant	
<input type="checkbox"/> HIPAA compliant	
<input type="checkbox"/> HITRUST certified	
<input type="checkbox"/> ISO27001 certified	
<input type="checkbox"/> Provider is willing and able to support customers with their audits	

DATA CENTER EVALUATION CHECKLIST

CRITICAL INFRASTRUCTURE	Comments:
<input type="checkbox"/> Minimum of N+1 cooling configuration with concurrent maintainability	
<input type="checkbox"/> Best of breed providers of UPS, generators and critical components	
<input type="checkbox"/> Minimum of N+1 electrical configuration with concurrent maintainability and multiple distribution paths to IT equipment (one active, one redundant)	
<input type="checkbox"/> Early detection fire suppression system (such as VESDA)	
<input type="checkbox"/> Fire suppression (dry pipe sprinkler or gaseous system)	

ECOSYSTEM MARKETPLACE	Comments:
<input type="checkbox"/> Web portal to connect service providers and customers	
<input type="checkbox"/> Broad range of network service providers (ie. carrier-neutral)	
<input type="checkbox"/> Availability of managed storage solution providers within data center	
<input type="checkbox"/> Availability of managed hosting solution providers within data center	
<input type="checkbox"/> Broad range of direct-connect cloud solutions	
<input type="checkbox"/> Availability of relevant SaaS providers within data center	
<input type="checkbox"/> Availability of relevant community within data center	

NETWORK AND CONNECTIVITY	Comments:
<input type="checkbox"/> Standard cross connect types supported: CAT5E, COAX and single-mode fiber, and multimode fiber	
<input type="checkbox"/> Layer 2 switched infrastructure for automated cross connects	
<input type="checkbox"/> Access to direct connections leading to hyper-scale cloud nodes	
<input type="checkbox"/> Broad range of carriers and network providers	
<input type="checkbox"/> Carrier-neutral meet-me-area	
<input type="checkbox"/> Connectivity to ecosystem partners	
<input type="checkbox"/> Diverse fiber routes into data center	
<input type="checkbox"/> Blended IP service from leading backbone providers	

DATA CENTER EVALUATION CHECKLIST

SECURITY	Comments:
<input type="checkbox"/> Perimeter security (fence, gates, bollards, etc.)	
<input type="checkbox"/> Video surveillance with 90 day archive	
<input type="checkbox"/> Government-issued photo ID required	
<input type="checkbox"/> Portals (mantraps) to control data center access	
<input type="checkbox"/> Biometric user authentication	
<input type="checkbox"/> Consistent enforcement of security policies (e.g. no tailgating)	
<input type="checkbox"/> Individual access control to customer cabinets and cages (key card or lock)	
<input type="checkbox"/> Ability to add incremental security options to cages (e.g. biometrics)	
<input type="checkbox"/> 24/7 monitoring of security and fire systems	
<input type="checkbox"/> Secure meet-me-area for all interconnections	

SERVICE AND OPERATIONS	Comments:
<input type="checkbox"/> Operational certifications, such as Uptime Institute's Management & Operations (M&O) Stamp of Approval	
<input type="checkbox"/> On-site 24/7 support provided by operations and facilities personnel	
<input type="checkbox"/> Colocation facility follows two-man operations procedures	
<input type="checkbox"/> Remote hands services and technical support for immediate attention and early resolution of potential issues	
<input type="checkbox"/> Best-of-breed documentation and compliancesuch as drawings, OEM manuals, and operating procedures	
<input type="checkbox"/> Onsite support to run maintenance and upgrades on your behalf	
<input type="checkbox"/> Best practices-driven operational procedures	
<input type="checkbox"/> 24/7 remote hands	
<input type="checkbox"/> Structured cabling and implementation support to speed deployment	
<input type="checkbox"/> PMP and ITIL certified engineering staff	

DATA CENTER EVALUATION CHECKLIST

SUSTAINABILITY	Comments:
<input type="checkbox"/> Commitment to increased energy efficiency	
<input type="checkbox"/> Facility certified as energy efficient by third party organizations (e.g. Energy Star, CEEDCA, Carbon Trust, US Buildings Council, etc)	
<input type="checkbox"/> Global cultural focus on civic duty	
<input type="checkbox"/> Modern, energy efficient data center design, construction, updates and operations	
<input type="checkbox"/> Supports high-density solutions	
<input type="checkbox"/> Accurate use of blanking plates and cabling to allow optimal airflow	

TRUSTED ADVISOR AND PARTNER	Comments:
<input type="checkbox"/> Commercial terms that suit your business plan	
<input type="checkbox"/> Ability to flex spend across data centers	
<input type="checkbox"/> 100% uptime availability SLA	



REMINDER:

Save your checklist to your smart phone or tablet once complete.