



California  
**DEPARTMENT OF TECHNOLOGY**  
Office of Technology Services

**Tenant Managed Services- Basic**

**Rancho Cordova Data Center**

**Tenant Guide**

2014-08

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## 1 Introduction

### 1.1 Purpose

This document is designed to assist customers that have secured Tenant Managed Services – Basic cabinet space at the Rancho Cordova Data Center with OTech’s Computer Room Policies. This document will outline the processes and procedures for Tenant on-site visits, equipment deliveries, and conducting work within the Rancho Cordova location.

The Rancho Cordova location is a 24x7 facility. Communication and coordination between OTech and Tenant departments or organizations is paramount to ensure timely and successful environment implementations and/or changes.

To obtain the documents discussed in this Guide, please go to the OTech Service Catalog at: <http://www.servicecatalog.dts.ca.gov/services/hosting/tms/overview.html>

For clarification or additional information not found here, please contact the [CLOTMSSupportGroup@state.ca.gov](mailto:CLOTMSSupportGroup@state.ca.gov).

## 2 Gold Camp Site Guidelines

### 2.1 General Site Guidelines

The following guidelines should be reviewed prior to scheduling your visit/delivery to the OTech Rancho Cordova Data Center.

1. Core business hours are Monday – Friday 8am – 5pm
2. Loading Dock operation hours are Monday – Friday 8am – 5pm
3. Standard site visits must be submitted in the OTech Remedy System:  
<https://service-technology.us.onbmc.com/>
4. All new equipment to be installed in a Tenant cabinet must first receive OTech approval. In order to obtain approval, Tenants must submit a “TMS Hardware Installation/Removal Request” in the OTech Remedy System
5. A Tenant Equipment Survey must be attached to the Remedy request when equipment is being added, moved, or removed from the cabinets
6. All hardware installation/removal activity requires 10 business days notification
  - For emergency situations that require immediate installation or removal, please contact the TMS Support Group to discuss
7. All TMS visit requests will be reviewed and a change request (CRQ) number will be sent via email back to the Tenant as confirmation of the site visit (a CRQ # is required for Computer Room entry and key check out, if applicable)
8. Tenants must ensure that all deliveries/packages are clearly marked with their department name
9. Tenants must be on-site to sign for and accept deliveries; OTech will not accept deliveries on behalf of Tenants
10. Any delivery made to OTech without notification and a Tenant contact on-site will result in the delivery being refused and turned away at the Tenant’s expense
11. All equipment delivered must be racked in the Tenant’s cabinet(s) by Tenant staff/vendors at the time of delivery; there is no storage space available at OTech
12. All cardboard and packing materials must be broken down and taken to the recycle bins
13. All delivered equipment must be unpacked at the loading dock; all cardboard, styrofoam, and other packing materials are to be removed prior to equipment entering the Computer Room

14. All equipment brought into OTech must be asset tagged with the Tenant's department name
15. A Property Transaction Form 254-TMS and updated Tenant Equipment Survey are required when removing equipment from a Tenant cabinet
16. Tenants and vendors must provide all tools for hardware installation/removal activities
  - OTech will provide equipment handling carts for use to and from the Tenant's cabinet location; carts are to be returned to the Staging Area when work has been completed each day
17. Tenants are prohibited from lifting any floor tiles
18. Under no circumstances shall any Tenant interfere with the function of the Electric Power Whips, Power Distribution Units (PDU) or air conditioning units
19. Tenants may not plug in power whips from under floor into the cabinet or conduct any electrical work of their own
20. Tenants may not disconnect power or data connections from equipment other than their own
21. All customer equipment must be UL (Underwriters Laboratories) certified
22. Tenants must contain all equipment within their designated cabinet(s); i.e. no desks, chairs, carts, etc may be left in the Computer Room; OTech has stand-up carts and ladders available, which must be returned to their designated area upon completion of use
23. Wi-Fi Access Point equipment is not allowed to be installed in the Computer Room
24. Food and drinks are not allowed in the Computer Room at anytime
25. Photography is not allowed at any time in the Computer Room

## **2.2 Cabinet Guidelines**

The following section lists the cabinet guidelines at the OTech Rancho Cordova Data Center:

1. All Tenants are required to keep an updated Tenant Equipment Survey on file, which lists each individual device installed within the Tenant's cabinet(s)
  - Cabinets will periodically be audited by OTech staff to ensure that Tenant Equipment Surveys are accurate
2. Whenever equipment is either installed or removed from a cabinet, an OTech staff person must inspect and approve the change
3. All keys to OTech owned cabinets will remain on-site in the Operations Center

4. Tenant owned and locked cabinets shall have one key secured on-site in the Operations Center
5. OTech recommends that all Tenant-installed devices utilize redundant electrical power supplies, and that power to the devices be connected to separate CDU's within the cabinet.
6. For single power supply devices, OTech recommends the use of an Automatic Transfer Switch (such as the Zonit Micro Transfer Switch <http://www.zonit.com/micro-ats/>) to enable a redundant power feed. Customers should be aware that non-redundant devices are at greater risk for downtime should a power interruption occur
7. All equipment must utilize 208 volt electrical power
8. Installation of equipment must adhere to the Hot/Cold aisle configuration
9. Cabinets must be clear of loose items such as paper, cardboard or other flammable materials
10. Fireproof containers will be allowed in Tenant cabinets, provided they are not blocking airflow to the devices installed
11. Modification to OTech owned cabinets in any way is prohibited (i.e., drilling of holes, removing of power supplies or railings, changing of locks, etc.)
12. OTech provided cabinets are supplied with two redundant 208 volt power strips with (18) C-13 and (3) C-19 receptacles each
13. OTech may enter Tenant cabinets as necessary, either to check on power cords, install blanking panels, check on equipment, etc.

## **2.3 Cabling Guidelines**

The following section lists the cabling guidelines at the OTech Rancho Cordova Data Center:

1. All in-cabinet cabling is the responsibility of the Tenant
2. Cables need a clean, professional installation, per industry best practices
3. Cabling between cabinets must go to the top of the cabinet and use the overhead ladder trays to travel to the next cabinet location
4. Cables must be bundled neatly, and bundles must be strapped to the ladder tray at intervals along the length of the install
5. Cables must be kept to the top side of the ladder tray the entire length of the install and not fall off the sides

6. Cable bundles should be routed along the edge of the ladder tray as space allows and only cross the ladder tray at corners
7. Hook and loop fasteners (Velcro strap) is the recommended and preferred method of bundling cables within the Data Center
8. All cables should be clearly labeled at both ends with source and destination information
9. OTech will regularly check cabling to ensure cleanliness and safety; Tenants may be asked to re-do cables as needed

## 3 Tenant Contact List

### 3.1 Tenant Contact List Guidelines

The Tenant Contact List is the document that authorizes Department staff permanent, 24x7 access to their TMS cabinet(s).

The following processes and procedures should be utilized to establish and maintain your department's Tenant Contact List:

1. Each department is required to submit a Tenant Contact List allowing access to their TMS cabinets in the OTech Data Center
2. All staff needing access must be listed on the Tenant Contact List
3. The Contact List must indicate the Department Name and Location (physical address)
4. OTech will only accept updates to this document from the designated Tenant List Authorizer, Backup Authorizer, Emergency Authorizer, and Tenant List Coordinator identified on the form
5. Department Information Security Officer contact information must be included on the form
6. A minimum of two staff members must be identified as having Remedy IDs assigned to them by OTech, this will allow departments to submit visit and installation requests
7. A minimum of two staff members must be identified on the Tenant Contact List as "Wishing to Receive OTech Communications," this allows email notification of upcoming maintenance, sharing of information regarding incidents, or other happenings that may affect your environment in TMS
8. Vendors and/or other personnel needing one-time access are not to be listed on the Contact List; those people should be listed in the Remedy request for that specific day and will require a Tenant escort during the visit
9. The Tenant Contact List can be updated at any time and sent to [CIOTMSSupportGroup@state.ca.gov](mailto:CIOTMSSupportGroup@state.ca.gov) to process

## 4 Scheduling your Visit/Delivery

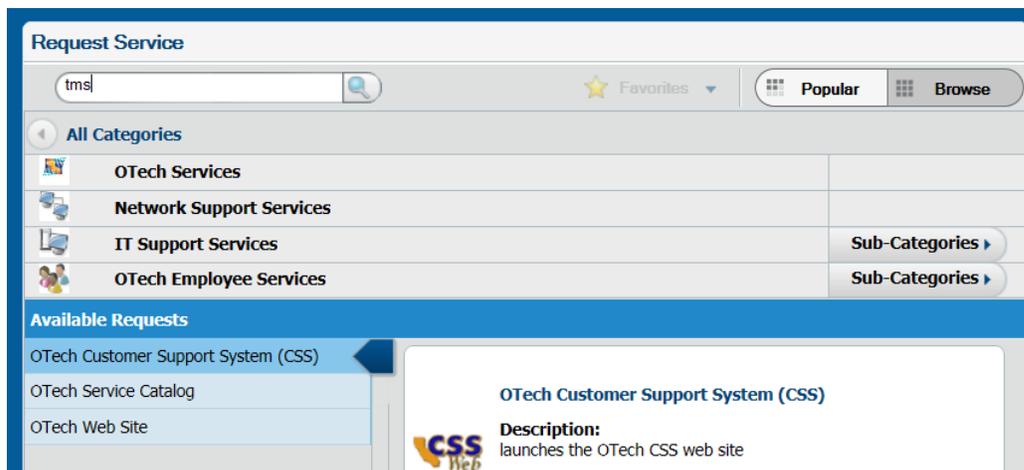
### 4.1 Submitting Your Visit Request

To schedule a site visit to the OTech Data Center, you must submit a Remedy Ticket using the OTech Remedy System (<https://service-technology.us.onbmc.com/>) – “TMS Raised Floor Activity Request – Gold Camp” and/or “TMS Hardware Installation/Removal Request”

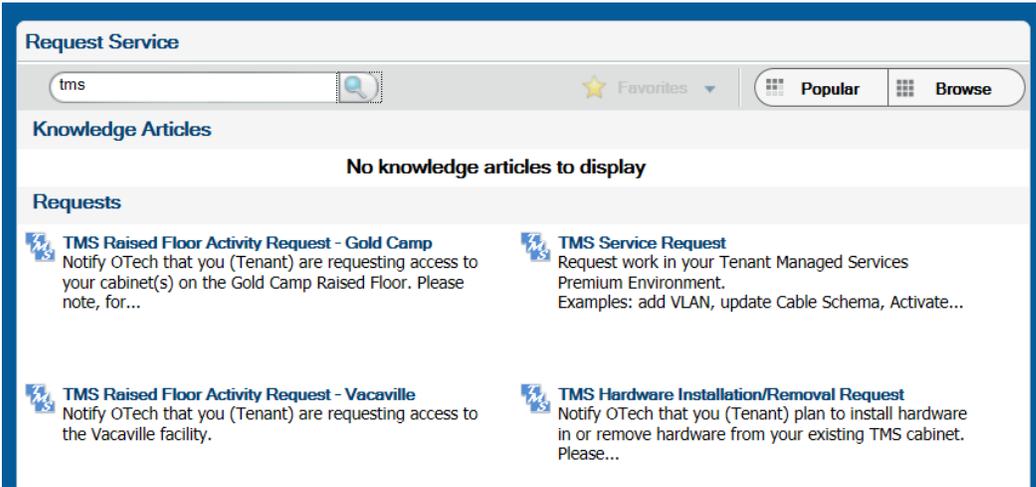
**Please remember: Equipment being brought into or removed from TMS cabinet(s) require an updated Tenant Equipment Survey, OTech approval, and 10-business day notification**

Follow the steps below to submit your Remedy Visit Requests (aka CRQ):

1. Log into the Remedy System and type TMS in search field



2. Select the “TMS Raised Floor Activity Request – Gold Camp” **OR** “TMS Hardware Installation/Removal Request”



3. Fill out all fields in the template

**TMS Raised Floor Activity Request - Gold Camp**

Requested By: Leilani Sweeney      Phone: 1 916 228-6162      Edit

Requested For: Leilani Sweeney      Email: leilani.sweeney@state.ca.gov

Required Completion:

Attachments:

Instructions

**TMS Service Model \***       Basic       Premium

**Agency/Dept Name Acronym (Example: CDCR, DMV, SCO) \***

**Visit Start Date/Time \***

**Visit End Date/Time (one request must be submitted per day) \***

**List all personnel and vendors who will be present during visit: \***

**Purpose of visit? \***

**Cabinet(s) # to be accessed? \***

**Contact's First Name \***

**Contact's Last Name \***

Contact's Cell Phone Number

Contact's Desk Phone Number

Contact's Email Address

4. For installation and removals, upload/attach the Tenant Equipment Survey to the request
5. If removing equipment, be sure to click the [OTech Property Transaction Form](#) link in the template (located in the instructions field), fill it out, print it, and bring with you to the Data Center
6. Once the Remedy request is received, OTech staff will email the CRQ # needed for Computer Room entry and key checkout where applicable
7. Non-installation visit requests must be submitted in Remedy 24 hours prior to the desired time of arrival; if a visit cannot be scheduled in the Remedy system within 24 hours, please call the OTech Service Desk, and an Incident will be opened on your behalf

## 5 Before You Leave

### 5.1 Things to do Before You Leave

Once you are finished with your day's activities, please complete the following actions before leaving:

1. Ensure all garbage, boxes, plastic, packaging materials and pallets are removed and/or disposed of
  - Large boxes and pallets that arrive via delivery truck should be removed by the delivery company when the truck leaves (please ensure to make prior arrangements with your delivery company)
  - OTech maintains small garbage and recyclable containers in the service yard for smaller items
2. Check-in with TMS staff to ensure that cabinet changes (installations, cabling, etc.) have received OTech approval
3. Verify that all personal belongings, tools, carts, etc. have been picked up
4. If you checked out keys in the OTech Command Center, please check them back in
5. Sign out at the main lobby Security Desk and turn the TMS Badge back in

## 6 Incident Management

### 6.1 How to Report an Incident

If you would like to report an incident, please contact the OTech Service Desk by calling (916) 464-4311. If your incident is a non-emergency, you may email [Service.Desk@state.ca.gov](mailto:Service.Desk@state.ca.gov) or submit an incident via the “Report an Incident” template within Remedy.

Customers on-site may also report health and safety incidents to the front lobby security desk.