

Uptime Institute Professional Services delivers consulting services based on the Uptime Institute's intellectual property, including Certifications to the Tier Classification System and Operational Sustainability.

The Critical Environment Operations Review is Uptime Institute Professional Services most comprehensive critical facility management assessment. Uptime Institute Professional Services consultants travel to mission critical data centers and examine how the site is staffed, operated, and maintained. Working closely with both Facilities and IT personnel, the consultants then compile a list of management program recommendations aimed at improving the site's uptime performance.

Since Uptime Institute Professional Services is an independent, third-party consulting firm with no vendor affiliation, the Critical Environment Operations Review provides our clients with an objective roadmap for improving facility operations.

### On-Site Inspection

Our team of consultants gathers data over a period of three to five days in order to assess various components of Critical Environment (CE) management, including but not limited to:

- Global corporate CE management governance review (including global CE management protocols, policies, programs, and processes)
- CE organizational review (including the corporate CE management organization, roles and responsibilities, coordination and communication, and CE compliance management)
- Site-level CE management governance review (including site configuration procedures for normal operations, response to emergencies, and maintenance)
- Examination of data center personnel (including staffing levels, staffing quality, roles and responsibilities, training, and personnel management)
- Review of various other site CE management programs (including critical spare parts management, housekeeping, security, labeling, and computer room management)

### Final Report

The final report is delivered three weeks following completion of on-site visit in the following formats:

- Executive Summary of key findings and recommendations at a high level
- A list of deficiencies or observations, each paired with recommendation(s)
- Color photographs of Best Practices and Lurking Vulnerabilities as observed
- The Principal consultant formally presents the findings to clients subsequent to final delivery of report

### Why Uptime Institute Professional Services?

- FIRST & ONLY to consult and Certify to the Tier Classification System
- DATA CENTER SPECIALISTS serving those organizations with the highest uptime requirements
- NON-BIASED, vendor-neutral, 100% customer-focused *leading-edge* support
- REAL EXPERTISE from consultants with 30+ years of 'hands on' data center operations experience
- SINGULAR ACCESS to world's largest database on *why* things go wrong

Uptime Institute Professional Services is a data center engineering and management consulting firm whose mission is to work with clients to ensure data centers are managed for uninterruptible uptime over sustained periods. Uptime Institute Professional Services consultants and licensed engineers have backgrounds in data center operations and function as an outsourced C-level infrastructure expert to clients, providing Principal-level consulting and education to clients during any stage of a project.

Uptime Institute Professional Services consultants comprehensively evaluate existing data center facilities by documenting risk factors for an outage as well as recognizing best practices. The firm's consultants also collaborate on major data center construction projects and operations management. Uptime Institute Professional Services consults and Certifies to the Tier Classification System as part of data center sustained availability efforts.

Independent of any Engineer-of-Record or manufacturer affiliation, Uptime Institute Professional Services consulting teams help clients develop and execute solutions that are responsive to their unique business needs. Since 1985, Uptime Institute Professional Services has guided and justified data center investments for major organizations that require high levels of continuous availability to conduct business.