

Office of the Chief Information Officer Enterprise Policy

CIO-059: Equipment Installation and Removal at Commonwealth Data Centers

Effective Date: 6/1/2014

Last Revised: 4/11/2019

Last Reviewed: 4/11/2019

Policy Statement

This policy establishes controls related to equipment installation and removal at Commonwealth Data Centers. The policy provides guidance in decision-making and practices that optimize resources, mitigate risk, and maximize return on investment. Specifically, it ensures all changes to the infrastructure at the data centers are reviewed and implemented in a rational and predictable manner to increase efficiency and minimize the impact of change-related incidents upon service quality.

Policy

The information technology (IT) infrastructure supported by the Commonwealth Office of Technology (COT) is continuously expanding and becoming more complex. COT maintains infrastructure stability and reliability for the Commonwealth of Kentucky, providing the following services for equipment installed in the facilities:

- Stable network environment;
- Proper cooling;
- Reliable electrical service;
- Use of approved infrastructure materials;
- Up-to-date asset information; and
- Security.

All requests for equipment installation and removal must be submitted using the [COT-F059](#) and be assigned the correct documentation. **No equipment will be installed in or removed from a data center without prior approval.**

All equipment installed in the CDC requires completion of the following process steps:

- Project start-up coordinated with the COT Network and Facility Engineering Team
- Physical location determination and equipment ordering
- Collaboration between the Requestor and the COT Network Operations and Storage Team to determine port assignments
- Ticket creation
- Material order determination
- Electrical activity coordination
- Infrastructure cabling activity
- Equipment installation
- Equipment removal
- Project closeout.

COT shall provide detailed documentation of the process steps required to complete the installation process.

COT may establish procedures for floor-space-only customers.

Authority

[KRS 42.726](#) authorizes the Commonwealth Office of Technology (COT) to develop policies and compliance processes to support and promote the effective applications of information technology within the executive branch of state government.

Applicability

All executive branch agencies and non-executive branch agencies using COT-managed infrastructure or services shall adhere to this policy. This includes employees, contractors, consultants, temporaries, volunteers, and other workers within state government.

Responsibility for Compliance

Each agency shall ensure that staff within their organizational authority are made aware of and comply with this policy. The agency is responsible for enforcing it. Organizations may modify this policy to fulfill their responsibilities, but shall obtain approval through an exception request. Staff should refer to their internal policy, which may have additional information or clarification. Unauthorized and/or neglectful actions regarding this policy may result in disciplinary action up to and including dismissal. COT may require additional service charges for remediation efforts due to non-compliance with this policy.

Maintenance

COT's Office of Contracts and Privacy is responsible for administrative coordination to maintain this policy, including review of this policy by the appropriate organizations at least every two years.

References

- CommonwealthServiceDesk@ky.gov
- [COT-F059 Commonwealth Data Center Equipment Installation/Removal Request Form](#)
- [Enterprise Architecture and Kentucky Information Technology Standards \(KITS\)](#)
- [OIS-092 CDC Emergency Cable Plan Procedure](#)