

COMMONWEALTH OFFICE OF TECHNOLOGY Office of the Chief Information Officer Enterprise Policy (CIO)		Page 1 of 2
CIO-059: Equipment Installation and Removal at Commonwealth Data Centers		
EFFECTIVE DATE: 06/01/2014	REVISED: 04/11/2019 11/27/2023	REVIEWED: 08/11/2021 11/27/2023

I. PURPOSE:

This policy establishes controls related to equipment installation and removal at Commonwealth Data Centers (CDC). 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.

II. 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 Requester 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.

III. CORRECTIVE OR DISCIPLINARY ACTION

Each agency shall ensure that all relevant staff within their organizational authority are aware of and

COMMONWEALTH OFFICE OF TECHNOLOGY Office of the Chief Information Officer Enterprise Policy (CIO)		Page 2 of 2
CIO-059: Equipment Installation and Removal at Commonwealth Data Centers		
EFFECTIVE DATE: 06/01/2014	REVISED: 04/11/2019 11/27/2023	REVIEWED: 08/11/2021 11/27/2023

comply with this policy. The agency is responsible for enforcing it. 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.

IV. **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. Organizations may modify this policy to fulfill their responsibilities but must obtain approval through an exception request. Staff should refer to their internal policy, which may have additional information or clarification.

V. **REFERENCES:**

Helpful references can be found on the Enterprise IT Policies webpage.