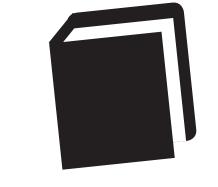
# Are Unified Standards Possible for IT Facilities Systemwide?

### VISION

- For critical IT services, reliable availability demands physical security and compliance with relevant regulations, industry guidelines, and best practices.
- Uniform standards for IT facilities make it possible to implement such security and compliance throughout an organization.

#### **DELIVERABLES**



**Baseline Standards** 

Assessment Checklists



Standard Resolutions for Common Problems

Data Repository for Facilities Inventory & Progress Tracking





Reports





## Know What You Have

#### ASSEMBLE THE TEAM The People

- Decision-making delegates appointed by each CIO (buy-in/ownership)
- Subject Matter Experts from System Universities — UH, UH-Downtown, UH-Victoria, UH-Clear Lake
- Outside Technical Consultant -4b Technology Group, LLC
- Project Manager

#### **Role of the Outside Consultant**

- Serve as SME for regulations, codes, industry best practices
- Provide unbiased recommendations for resolving variations between universities (not allegiant to any participant)
- Facilitate input and buy-in from each university on the team

#### **CLASSIFY IT SPACES** Types of IT Facilities

#### **Network Facilities**

- Campus Distributor
- Building Distributor
- Floor Distributor
- Technology Closet
- Technology Enclosure

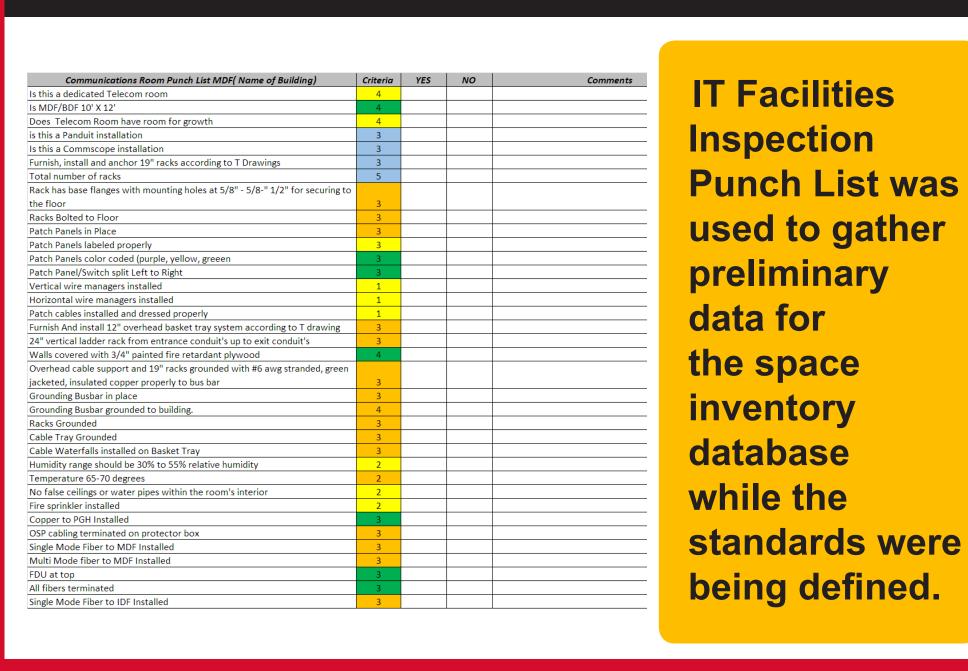
#### Computing **Facilities**

- Data Center
- Server Room (Critical)
- Server Room (Non-Critical)

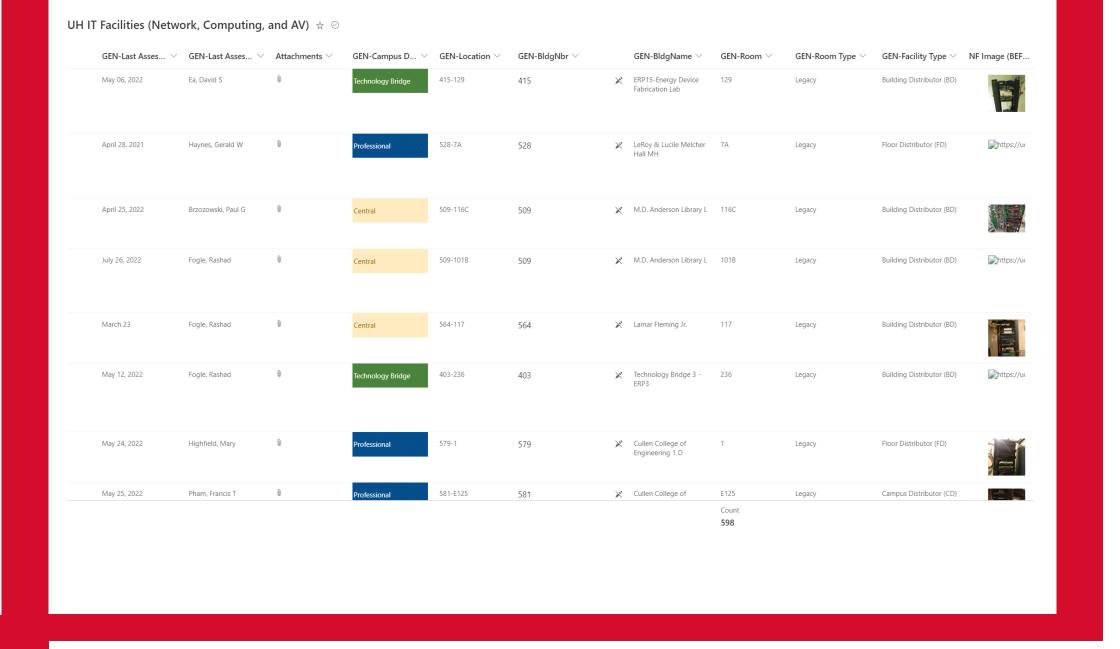
#### Audiovisual (AV) **Facilities**

- Storage
- Work
- Equipment

### COLLECT INITIAL DATA Comprehensive List of All IT Spaces



#### CREATE INVENTORY DATABASE Sample Database (SharePoint)



## Know What You Want

#### REIN IN CONTROL

MAKE STANDARD RESOLUTIONS FOR COMMON PROBLEMS

IT Exclusive

or IT Shared

where

possible

Who Owns the Space?

CREATE BASELINES

Standards & Minimum Requirements

Standards for New Construction

STANDARD: Not allowed

Minimum Requirements

Identify recurring problem

Describe the solution

Note how to initiate it

**EXAMPLE:** Temperature

Facilities Request
Risk Management Request

PROBLEM: Outside of acceptable range

SOLUTION: Request HVAC service

EXAMPLE: Water pipes through facility

for Legacy Buildings (already in service)

REQUIREMENT: Must have drip pan installed

EXAMPLE: Water pipes through facility

or Major Renovations

#### Who Has Access?

- IT Exclusive (IT owns and occupies)
- IT Shared (IT owns but other departments share the space)
- Non-IT Owned (IT uses space hosted by other department owner)

#### Establish Access Policy GOAL Seek

- Implement Procedures

## GOAL

CREATE ASSESSMENT TOOLS

Group items that are functionally related

Inspection Checklists

Create one for each IT Facility Type

Design to be usable on a tablet

Audit Current Access

# Clean up

## Know & Address the Gaps

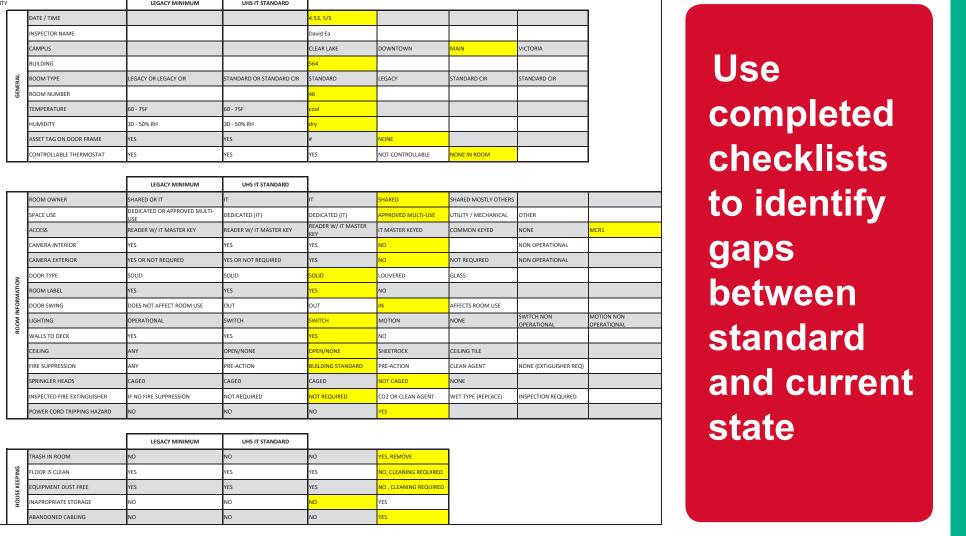
#### IMPLEMENT THE STANDARDS Action Plan

#### Conduct gap analysis using the completed checklists

- Develop remediation plan (for each component organization)
- Implement remediation plan and track progress

# From Inspection Checklists

CONDUCT GAP ANALYSIS



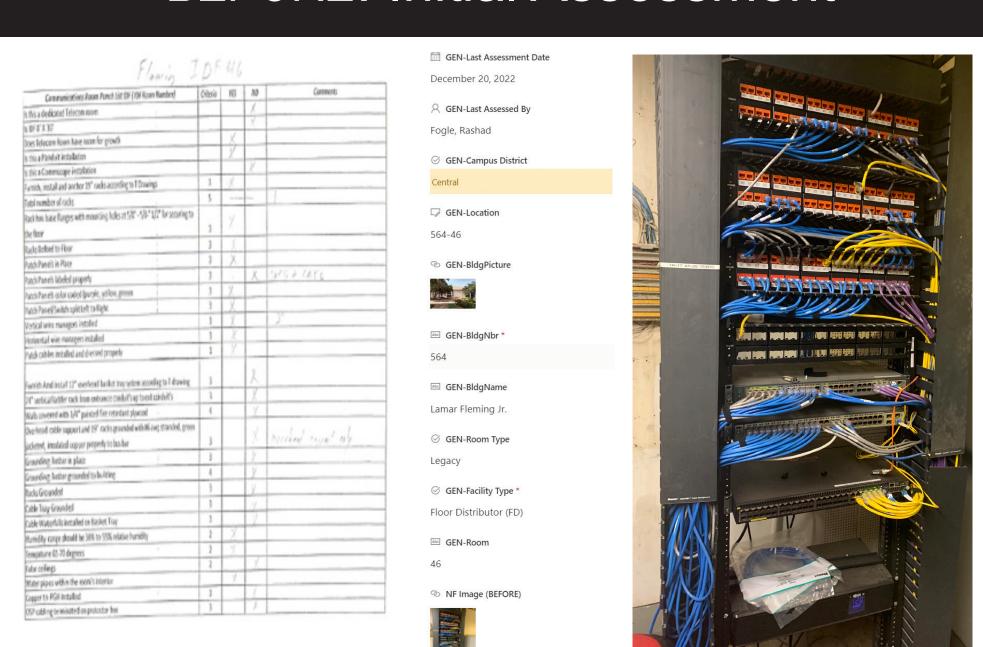
#### DEVELOP REMEDIATION PLAN Each Component Organization

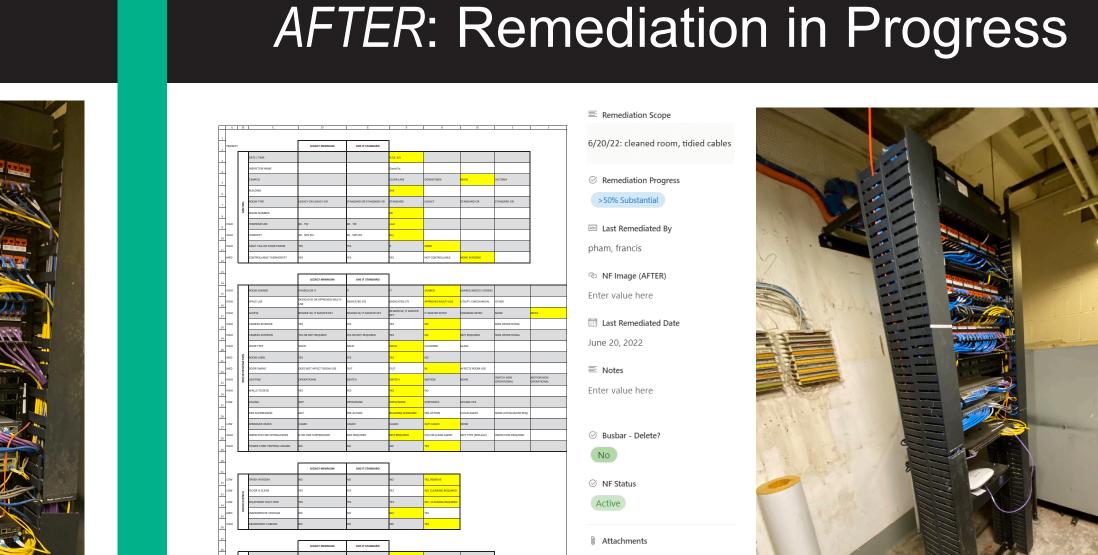
- Look at financial constraints, resources required, and budget cycle
- Prioritize deficiencies
- Schedule remediation across multiple fiscal years if needed

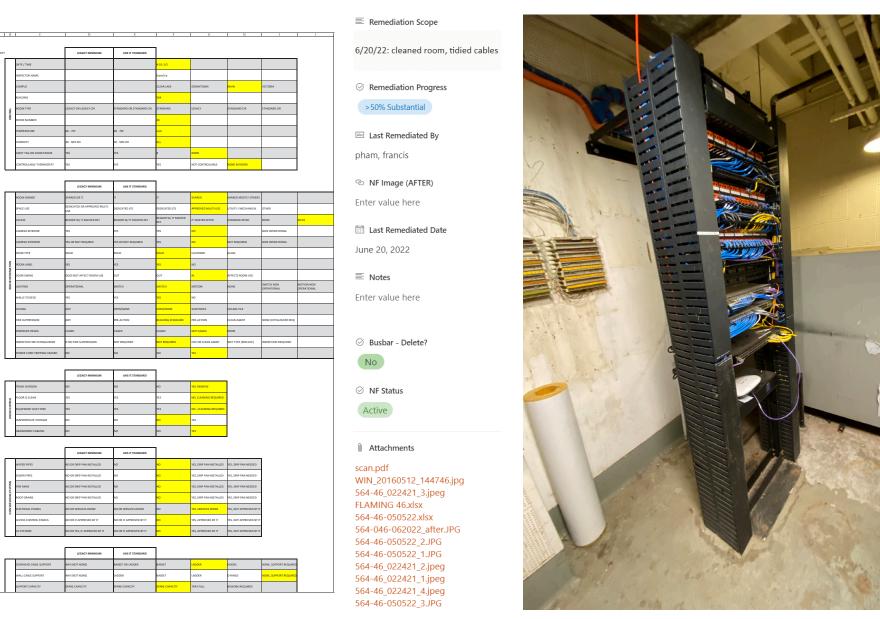
#### **PRIORITIES**

- Critical Core IT Facilities
- Campus Distributors
- Building Distributors

#### BEFORE AND AFTER BEFORE: Initial Assessment



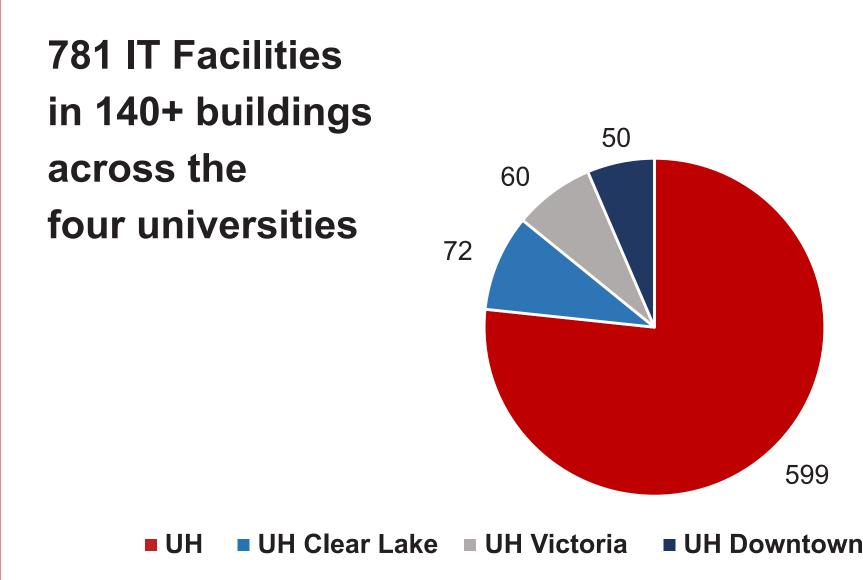




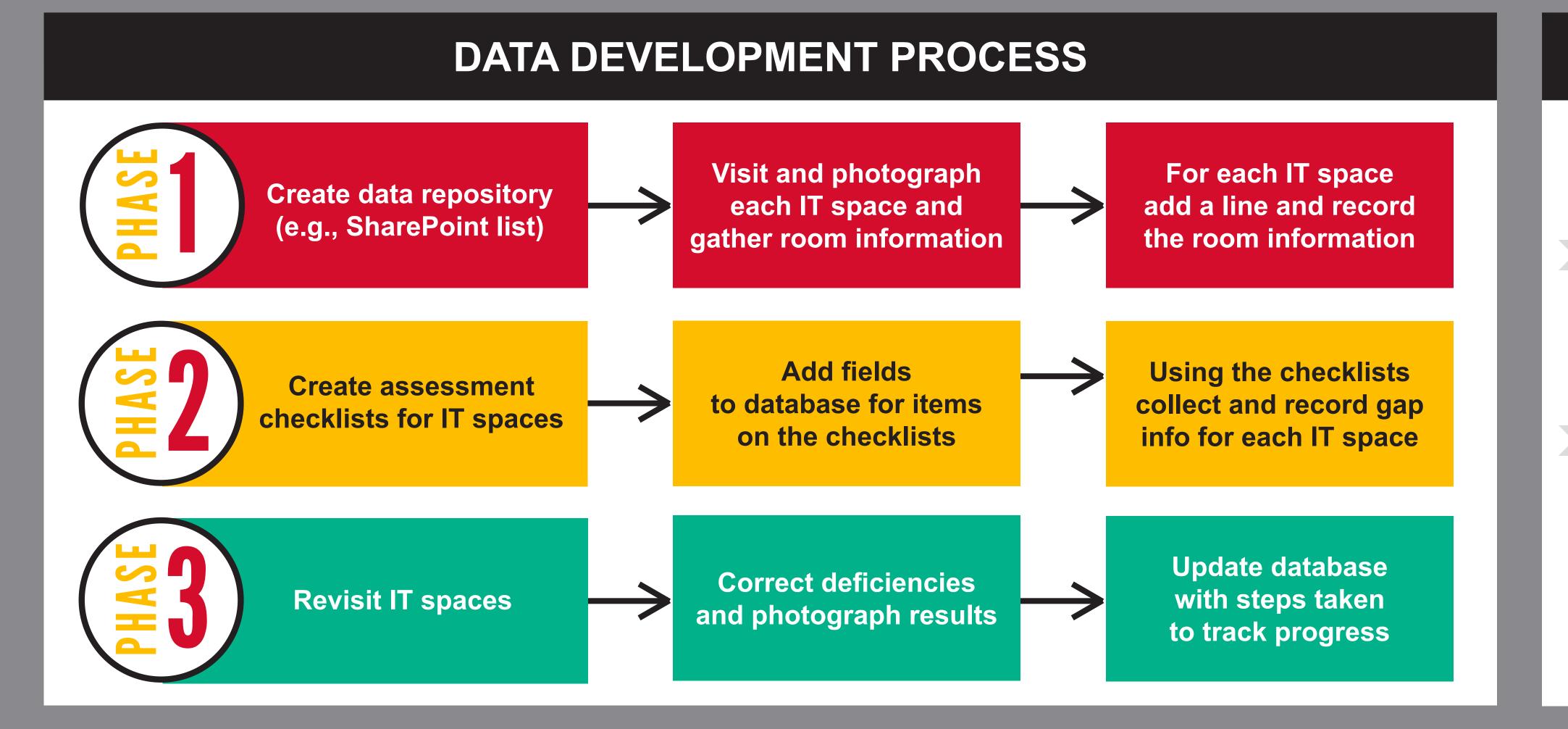
MANAGEMENT REPORTING

BEFORE AND AFTER

### RESULT OF SPACE AUDIT Summary of IT Facilities

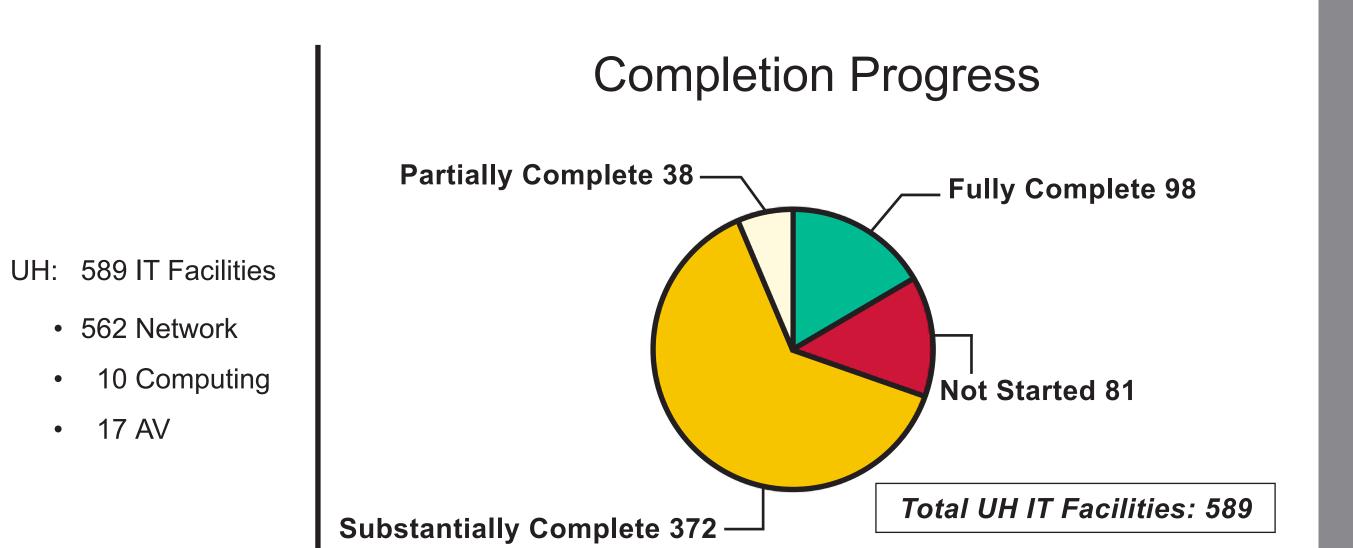


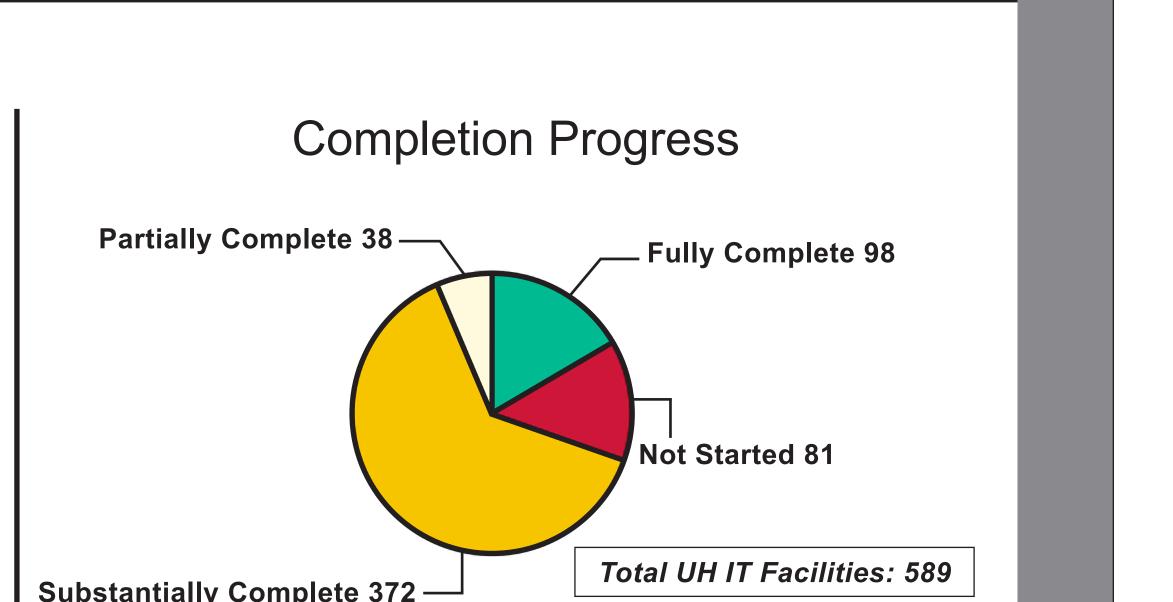
Rex Gillit and Shyamala Ramalingam

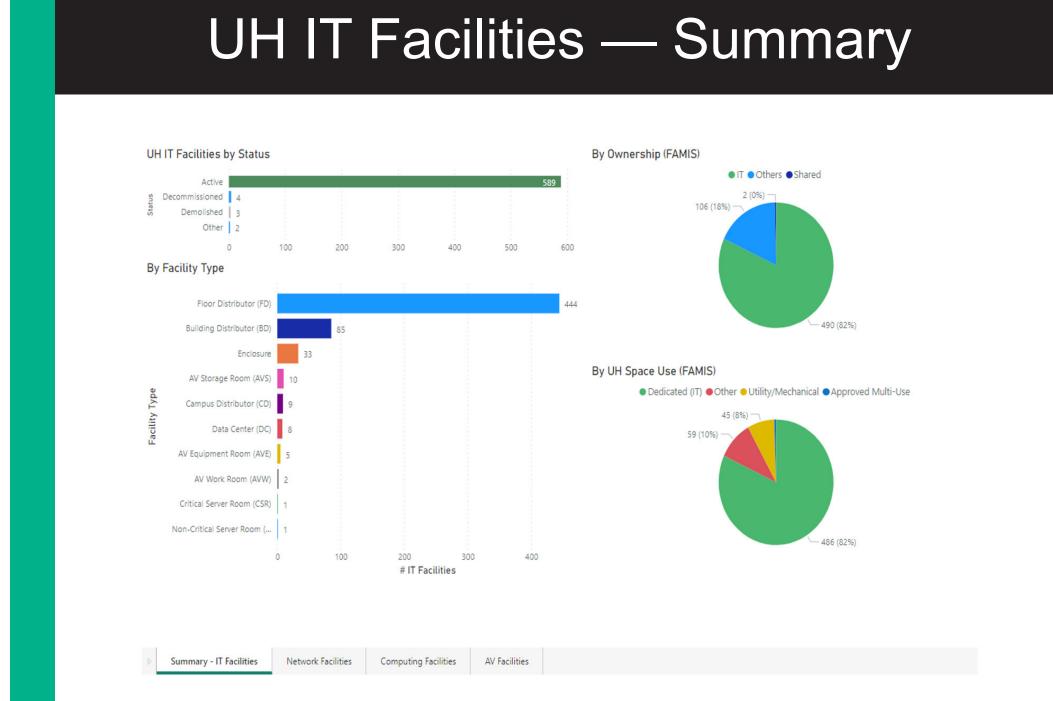


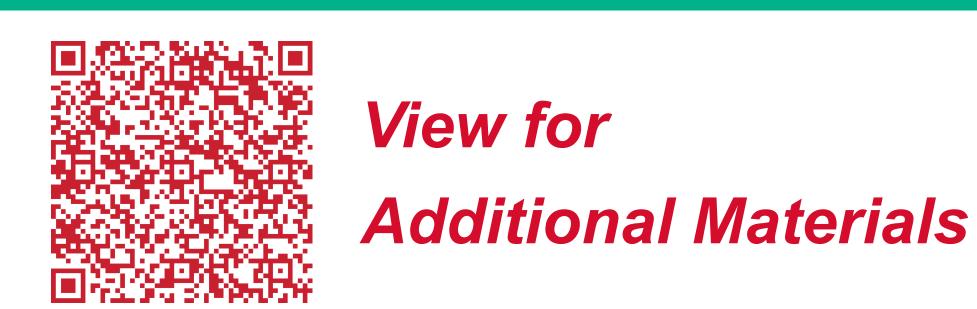
### CONTINUOUS IMPROVEMENT — TRACK PROGRESS

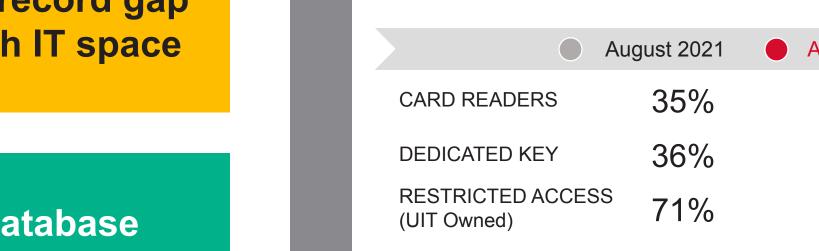
562 Network











OWNERSHIP

August 2021August 2023