



## **I. T. DE-COMMISSIONING & RE-COMMISSIONING**

In addition to safely moving computers as part of ROC Relocations normal service, we utilise a team of experience IT engineers to augment client resources. These engineers provide a range of technical move support services as detailed in the enclosed service menu and work in close liaison with the packing and removal team responsible for secure handling and transportation. We would of course welcome the opportunity to integrate the IT removal services in this way and in our experience the following benefits arise when this approach is taken:

- Improve co-ordination over usage of lifts / access / scheduling of IT moves etc
- The same teams used for working in co-ordination can often react more quickly to unscheduled changes.

Because ROC Relocations regularly successfully achieve major office moves involving high levels of IT equipment, our additional awareness of the problems that can occur and practical advice can mean a significantly smooth operation.

## **SERVER DE-COMMISSIONING**

- An Audit of each piece of Kit that is moving will be made.
- Each Server/UPS/Networking Appliance will have an asset sheet, which will hold the following information
  - a. Serial number, model
  - b. Condition of Equipment
  - c. Any non-standard cabling i.e. SCSI cards, extra network cards, modems etc
- An asset Sticker will be attached to each item
- The Server team will confirm with the In house IT representative that items are ready to be shutdown/or have been shutdown and are therefore ready to decommissioned
- All cables will be removed from each piece of equipment and placed in an A3 size seal-able plastic bag. The cable bag will also hold the Asset sheet
- During the removal of any cables, any of the following types will be marked up specifically
  - SCSI cables linking onboard SCSI card/s to Disk Arrays or Tape Devices
  - UPS monitoring cables
  - Modems and their associated cables
  - Printer Cables
- All peripherals to a server will be moved in the same container as their host device

- Once all cabling has been removed, the device (server, switch, router etc), will then be removed from the Rack
- Each item that is removed from a rack will be packed in the following way
- Where size allows the item will be placed in an anti static bubble
- Bag, SCSI cables and Fibre Optic cables are also placed in bubble bags for their protection.
- If the item is small enough (i.e. PC, small printers, monitors, network equipment) will be placed in special IT Crates. Each item will sit on a piece of 1-inch thick heavy-duty foam
- Larger Items (i.e. Servers, UPS) will be transported in 800mm x 800mm 2/3 shelf cages. Each Shelf will have 1 or 2 pieces of foam to act as base for the equipment to sit on. The foam will also stop the item moving around in the cage
- The space that is left around each item will be filled using bubble bags and foam squares.
- Where required the rack mounting arms or shelf that have been holding the server/ups/router etc will also be removed and placed in the cage or crate with the relevant piece of kit
- Each cage is numbered and a list of the contents of each cage is made, the same goes for any crates that are used to transport smaller items
- All items are packed and unpacked by the Server team
- Once Cage or Crate is ready to be moved they will be handed over to the move team who will be responsible for loading the lorry/lorries and ensuring that the equipment is delivered to the new site
- Once all items are packed, the Server Team leader will then walk through with the Customer representative to ensure that nothing has been missed

#### **RE-COMMISSIONING OF SERVERS**

- Each item will be unpacked from its cage or crate. Items will only be unpacked once the server team is ready to re-mount the device in a rack
- Re-installing all mountings for equipment to be re-commissioned in the new racks
- On removing an item from its packing materials, the item will be checked for any damage that may have occurred during transit
- Once the mounting rails or shelves are in place then the relevant piece of equipment will be placed in the relevant rack. It is not always possible to work one rack at a time, however the intention is to fill one rack and then move on to the next rack
- Once a rack has been fully populated, 2 members of the server team will then re-cable all the devices as per the items decommission/asset sheet.
- Whilst 2 members re-cabling, the other 2 members will be re-populating the next rack
- Once the "re-cabling" team have completed a rack they will then ask the Customer representative to power on the devices and ensure that all devices work as expected
- Full Documentation and Fault Reporting and sign-off with the Client for completion of the work.

#### **SECURE LAPTOP SECURITY**

Engineers on site will issue staff with receipts for their laptops if they don't wish to remove them from the office and take them home. The laptop number is checked against the master spreadsheet. The laptop is then labelled, wrapped and placed in a crate and secured with numbered security seals at both ends of the crate. The laptop will be returned to the individual member of staff upon production of the receipt.

## **ASSET TRACKING**

As an additional security measure, ROC Relocations can provide an asset tracking system in conjunction with your IT department to ensure that all equipment is moved and placed to the correct users. This will involve a pre evaluation survey in which the following details will be taken.

- User's name
- Existing location / department – existing floor box number
- Description of peripheral
- Serial number of peripheral
- Visual check
- Destination address – new floor box number / patch panel number

The information will be recorded on a form and signed off by a ROC Relocations contract manager and a member of your project team at both clearance and installation sites. Your IT department on either hard copy or disk format can retain copy of this information.

## **I.T. PERIPHERAL CLEANING**

At an agreed stage within the relocation, ROC Relocations can supply an experienced team to externally revitalise your desktop IT equipment. When moving to a new environment, tired and neglected peripherals can portray an untidy image – not to mention the impact on the equipment's performance and reliability.