Data Center Evaluation Checklist

Not all data center providers or facilities are created equal

CENTER SQUaRE

Choosing the right data center provider is more important than ever to ensure reliable uptime, scalable infrastructure to accommodate growth, high performance for optimal user experience, compliance with regulations, strategic geographic locations for low-latency and disaster recovery, and responsive support with well-defined service level agreements. This critical choice will directly impact your business operations, customer experience, regulatory compliance, and overall operational efficiency.

Use this checklist to ensure you cover all selection criteria as you tour various data center facilities. Before going to the tour, go through the list to prioritize your needs so you cover everything in the meeting. Use a separate checklist for each facility, easily check the boxes and make comments directly in the form on your device.

Data center provider:		Data center address:	
Date of visit:		Site visit made by:	

Building Facility	Comments:
☐ Designed and built to Tier III standards • Redundant components for power and cooling • Multiple independent distribution paths for power • Concurrent maintainability, allowing for planned maintenance without downtime	
☐ Adaptable design with secure cabinets and caged environments	
☐ Comfortable working environmental features and amenities: • Secure WiFi internet access • Food and beverage services • Lounges • Meeting and conference rooms • Physical storage facilities, lockers, carts	
☐ Hardened structure built to withstand natural disasters inherent to the region (i.e. hardened to withstand winds, hurricanes, tornados and earthquakes)	
☐ Located outside of 100-year flood zone	

Building Facility (continued)	Comments:
☐ Proximity to convenient transportation	
☐ Proximity to convenient hotels and restaurants	

Compliance	Comments:
☐ SOC 2	
☐ ISO27001 certified	
☐ NIST 800-53 PE and FISMA High Capable	
☐ SSAE-18 (SOC 1) / ISAE 3402 compliant	
☐ PCI DSS compliant	
☐ HIPPA compliant	
☐ HITRUST certified	
☐ Provider is willing and able to support customers with their audits	

Critical Infrastructure	Comments:
☐ Minimum of N+1 cooling configuration with concurrent maintainability	
☐ Best of breed providers of UPS, generators and critical components	
☐ Minimum of N+1 electrical configuration with concurrent maintainability and multiple distribution paths to IT equipment (one active, one redundant)	
☐ Early detection fire suppression system (such as VESDA)	
☐ Fire suppression (dry pipe sprinkler or gaseous system)	
☐ Support for high performance compute (HPC) workloads	
☐ Supports high-density solutions	
☐ Air and liquid cooled environments	
☐ 208V & 415V power chain availability	

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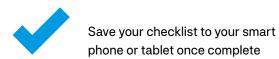| Ecosystem Marketplace	Comments:
☐ Web portal to connect service providers and customers	
☐ Broad range of network service providers (i.e. carrier neutral)	
☐ Availability of managed storage solution providers within data center	
☐ Availability of managed hosting solution providers within data center	
☐ Low-latency connectivity to major cloud providers	
☐ Access to technology and network service providers who can offer services to help build your hybrid IT solution	

Network and Connectivity	Comments:
☐ Standard cross connect types supported: CAT6, COAX and single-mode fiber, and multi-mode fiber	
☐ Layer 2 switched infrastructure for virtual cross connects	
☐ Access to direct connections leading to hyper-scale cloud nodes	
☐ Carrier-neutral meet-me-area	
☐ Connectivity to ecosystem partners	
☐ Diverse fiber routes into data center	
☐ Fault-tolerant Internet service from leading backbone providers	
☐ Available connectivity to other data center locations within the same metro and carrier hotels	

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Security	Comments:
☐ Perimeter security (fence, gates, bollards, etc.)	
☐ Video surveillance with 90 day archive	
☐ Government-issued photo ID required	
☐ Visitor logs with a year retention	
☐ Badge activity logs (if not using proprietary badging system)	
☐ Portals (mantraps) to control data center access	
☐ Biometric user authentication	
☐ Consistent enforcment of security policies (e.g. no tailgating)	
☐ Individual access control to customer cabinets and cages (key card or lock)	
☐ Ability to add incremental security options to cages (e.g. biometrics)	
☐ 24/7 monitoring of security and fire systems	
☐ Secure meet-me-area for all interconnections	

Service and Operations	Comments:
☐ On-site 24/7 support provided by operations and facilities personnel	
☐ Colocation facility follows two-man operations procedures	
☐ Remote hands services and technical support for immediate attention and early resolution of potential issues	
☐ Best-of-breed documentation and compliances such as drawings, OEM manuals, and operating procedures	
☐ On-site support to run maintenance and upgrades on your behalf	
☐ Best practices-driven operational procedures	
☐ 24/7 remote hands	
☐ Structured cabling and implementation support to speed deployment	
☐ PMP and ITIL certified engineering staff	

Sustainability	Comments:
☐ Commitment to increased energy efficiency	
☐ Facility certified as energy efficient by third party organizations (e.g. Energy Star, CEEDCA, Carbon Trust, US Buildings Council, etc.)	
☐ Global cultural focus on civic duty	
☐ Modern, energy efficient data center design, construction, updates and operations	
☐ Supports high-density solutions	
☐ Efficient use of blanking plates and cabling to allow optimal airflow	
☐ Use of alternative green energy sources (wind, solar, hydro, geothermal, etc.)	

Trusted Advisor and Partner	Comments:
☐ Commercial terms that suit your business plan	
☐ Ability toredistribute commit within portfolio of services	
☐ 100% uptime SLA available	

✔ Save your checklist to your smart phone or tablet once complete

Whatever you need, we're here to help.

Please reach out at **centersquaredc.com** or send us an email to **sales@centersquaredc.com** for any questions.

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