

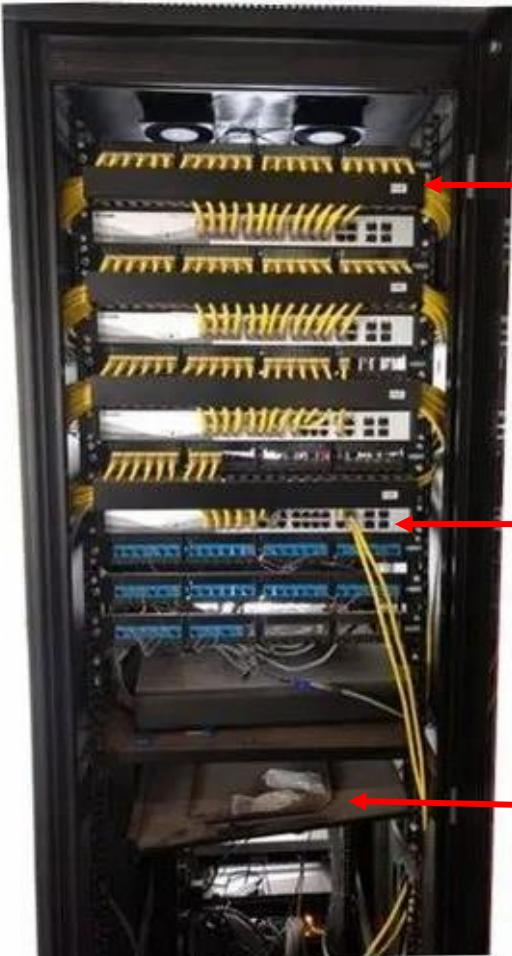
Server Room - Best Practices

June 13, 2023

Agenda

1. Setting Up New Server Room
2. Performing Rack Dressing
3. Overall Best Practices

1. Setting Up New Server Room



- Proper management of cables
- Use cable manager with management approval (Optional)
- Ensure there are no open cables in the rack
- Non-relevant material should be removed from the rack
- Rack should be completed after infra work and cleaned before hand off
- Complete labeling of cables
- Use of label printer recommended



Frequency: Once

Ownership: Partner

DOs:

1. Rack door should be locked after initial setup and key handed over to the BM / IT rep
2. If server room has not been cleaned after infra work – same should be documented over email
3. There should be proper labeling of cables
4. Air Conditioning should be set for 19-22 C
5. Remove all excess material after work completion

Don'ts:

1. Rack should NOT be placed directly under the AC to avoid water damage
2. All open cables should be covered with PVC
3. Open junctions and cores should be covered with steel plates to protect against rodent damage
4. No wire clutter after work completion

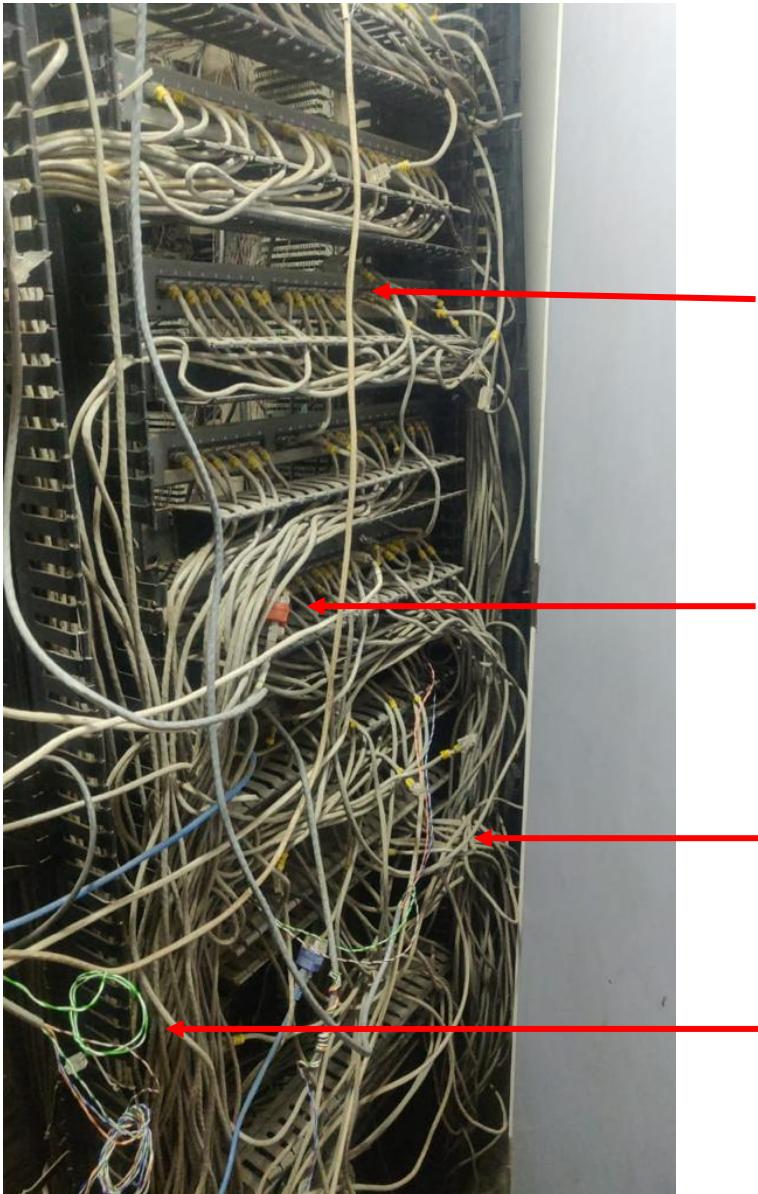
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1. Setting Up New Server Room

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2. Performing Rack Dressing



- Replace all damaged patch cords (obtain prior approval)
- Remove and re-punch all cables in the jack panel
- Obtain Bank IT approval for installation of additional jack panel if no space available
- Obtain Bank IT approval for installation of cables managers are larger sites for aesthetic purposes
- Replace all loose cables & damaged cables

Frequency: As required

Ownership: Local IT, Branch Team & Partner

DOs:

1. Check and replace all damaged patch cords
2. Ensure all additional connections are terminated in jack panels and remove loose connections
3. Arrange electrician and house keeping support to clean the rack and manage excess wiring in the server room
4. Identify rodent issues at the site and inform bank IT to arrange admin action
5. Verify with local IT for condition of existing setup and if additional work / material is required

Don'ts:

1. Do not leave the site without local IT sign off post verification of points post dressing
2. Do not change dialer connections or voice terminations without approval

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3. Overall Best Practices



Frequency: Ongoing

Ownership: Local IT, Branch Team & Partner

DOs:

1. Keep the server room dust free
2. Remove excess and obsolete equipment from the server room
3. Regularly check for rodent entry points
4. Perform routine rodent management services at rodent prone sites
5. Use armoured cables for uplinks at rodent prone sites
6. Visually inspect and record condition of server room before and after repair / creation activity

Don'ts:

1. Do not use the server room as storage cabin
2. Do not provide access to server room to non-IT personal
3. Do not leave loose cables after an activity