Assessing Management & Operations Effectiveness

Infrastructure operating environments are never static. There is a constant flux of equipment and systems, practices and procedures, personnel, and even the weather. And despite all of that change, you need to be sure that your business-critical data center—or global portfolio of centers—is being operated reliably and efficiently to support 24 x 7 uptime performance and minimize the risk of errors and failures that could derail your entire digital business platform.

Regardless of the robustness of the engineering design and the associated system technologies in place, the most significant contribution to unplanned downtime and diminished capacity is failures in operational processes.

Uptime Institute’s M&O Stamp of Approval validates the critical facilities management and operations practices of an existing data center. It is a stand-alone assessment of any non-Tier Certified facility, encompassing both day-to-day operating activities and upstream planning and decisions-making.

Operational Excellence

Earning this credential demonstrates your organization’s leadership and commitment to excellence. The M&O Stamp of Approval also protects your significant capital investment in infrastructure, aligns your teams with a consistent set of standards, and provides independent, third-party validation that your site meets the key criteria proven to reduce the risk of downtime. It demonstrates to your stakeholders and the market that your organization has implemented highly effective operating and risk management practices.

Reducing Unplanned Downtime

Human error is responsible for a majority of all data center incidents. In fact, bad operational practices are many times more likely to negatively impact a data center than any other cause of errors, outages and downtime.

But laying the blame with front-line operators ignores the influence of upstream decisions, resource allocation, and organizational culture. That’s why the Uptime Institute’s M&O Assessment takes a holistic view that covers multiple criteria in five categories:

- Staffing and organization
- Maintenance
- Training
- Planning, coordination, and management
- Operating conditions

Covering all your operational bases

- The M&O Stamp of Approval validates the effective operations and risk management practices of your organization, reducing unplanned downtime
- M&O makes a holistic assessment of staffing and organization practices, maintenance and operations activities, and management and planning.
- M&O helps reduce the number and severity of incidents, which can have a meaningful impact on both CapEx and OpEx costs.
- Recognized by various insurance underwriters as a metric for risk, which may result in reduced premiums due to lower risk
- May be conducted on-site or remotely, based on corporate, local and state mandated health and safety requirements

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Protecting your data center assets

Your data center is more important than ever before in today’s digital-centric world—often the single largest capital asset owned by most corporations. An outage at a mission critical facility can result in hundreds of thousands of dollars in losses. Negative impacts can include:

- Equipment damage and higher failure rates
- Worker productivity losses and injuries
- Lost revenues and/or company valuations
- Penalties for failure to maintain contractual Service Level Agreements.

M&O helps reduce the number and severity of incidents, which can have a meaningful impact on both CapEx and OpEx costs.

In fact, various insurance companies now recognize Uptime Institute’s certifications, including the M&O Stamp of Approval, as an indicator of fewer claims and lower servicing costs and subsequently may offer more competitive insurance policy terms and pricing.

Consistency and repeatability

The M&O Assessment process includes a thorough review of policy documents and procedures, interviews with remote personnel and direct observation of practices in place. M&O provides a holistic view of organizational capabilities, ensuring you can capitalize on opportunities for improvement. This unique comprehensive approach is what allows the M&O credential to create extreme value to organizations, their customers, and their investors.

We understand environments change over time, so to ensure continued infrastructure performance, the M&O Stamp of Approval must be renewed every two years. Remember, operational excellence is about maintaining discipline and consistency over time and adapting to changes in the environment. With M&O your operations won’t lose their edge.

“The value of Uptime Institute’s Tier Certification and M&O Stamp of Approval programs goes beyond what most people realize. Uptime Institute does a great job illustrating that running a well designed, built and operated data center drives efficiency and naturally reduces costs.”

Robert D. McClary
Chief Operating Officer

“I see three clear benefits to the Uptime Institute M&O Stamp of Approval: proven methodology of assessing operations practices, validating our program via benchmarking supported by a third-party leader and promotion from a globally accepted and recognized organization.”

Herb Alvarez
Director

More than 300 data centers have been awarded the M&O Stamp of Approval— including sites at companies including those shown below—recognizing their excellence in managing and operating facilities. Like them, you can mitigate the human risk factors that account for the majority of downtime incidents, while also achieving your business goals for lower resource use, greater efficiency and operational sustainability.

“Protecting your data center assets”

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