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# Introduction

Facilities management oversees the physical environment, which includes data centers, computer rooms, cooling, and power supply, among other things. IT Facilities Management also oversees third-party contracts in some circumstances, where many of the maintenance tasks are outsourced. Large-scale consolidation initiatives, such as data center consolidation and server consolidation, are also handled by Facilities Management. As part of the Access Management Process, this function collaborates closely with IT Operations Control and manages physical access.

# Purpose

The purpose of IT Facilities Management to is responsible for the management and upkeep of the organization's IT infrastructure's physical environment. This includes overseeing all aspects of the physical environment, such as power, cooling, and building access control, as well as participating in significant consolidation projects like Data Center Consolidation, Server Consolidation, and so on.

**ITIL Process outside service operation**

**Service operation and processes**

**IT Service Management**

**Service operation and processes**

**Service Operation**

**Service Design**

**Incident Management**

**Service Transition**

**Application management**

**Technical management**

# Service and Maintenance

The following are the list of services provided by service provider for maintenance purposes:

* Site audits
* Wiring and cabling
* Fire alarms
* Electrical lighting
* PABX Programming
* Computer networks and equipment
* Product warranty management

Maintenance

The following is the list of maintenance activities to be carried out:

* Archiving old files
* System patches
* Anti- virus implementation
* Hardware and other IT equipment checks

# IT Facility Assets

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation criteria** | **Reason for acquisition** | **Cost of acquiring** | **Score out of 10** |
| Projects or requirements consistent with consistent asset management plan | Low price and higher quality | $2000 | 8 |
|  |  |  |  |
|  |  |  |  |

## IT facilities assessment

|  |  |  |
| --- | --- | --- |
| **Asset type** | **capacity and performance** | **Condition** |
| Data storage facility | Capacity to store 1000GB of data | Development conditions are not available. Infrastructure not capable of supporting future requirements. |
|  |  |  |
|  |  |  |

# Improvement Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Facility** | **Improvement required** | **Responsible** | **Timeframe** | **Resource required** |
| Data storage facility | Increase capacity storage from 1000 to 2000 GB | Facility Manager | 3months | New data storage facility needs to be acquired |
|  |  |  |  |  |
|  |  |  |  |  |

# Facility Risk Register

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk Description** | **Action Required** | **Responsible** | **Severity** | **Likelihood** |
| Failure of ICT systems | Refer and implement business continuity plan and disaster recovery policy | ICT Manager | **High** | **Low** |
|  |  |  |  |  |
|  |  |  |  |  |

# Facility Maintenance checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Frequency** | **Responsible** | **Priority** | **Done** |
| Data security | Weekly check | IT manager | **Low** |  |
| Desktop drives | Monthly | IT Manager | **Medium** |  |
| Server Systems | Monthly | IT Manager | **High** |  |
| Printers | Quarterly | Facility Manager | **Low** |  |
|  |  |  |  |  |