



What is it?

Organisations have business objectives for performance or growth that must be met or exceeded whilst managing risk. Enterprise Risk Management (ERM) principles according to ISO31000 are used to manage the risks and opportunities that materially influence Data Centres and their services. This covers service performance, maintenance, security, HVAC, power, communications, fire suppression and geophysics, all of which need to be looked at to assure that the Data Centre is working at its optimum to meet the objectives of the organisation, including its green data centre credentials.

An ERM approach for Data Centres drives an organisation forward to:

- Meet and exceed business objectives
- Define the risk appetite and reduce risk
- Increase performance and revenue
- Reduce costs
- Reduce incident frequency and impact
- Achieve compliance

Why is it important?

Operational & Strategic Management: Manage Performance, Risk and Compliance in your Data Centre Services work stream.

Complex Business Operations: Business operations are increasingly complex, 'siloed', regulated and outsourced with high staff turnover.

In House Expertise: Client retained organisations are becoming much smaller and need to be smarter. Vendor Partners must now carry out high-level activities previously done by their clients.

Outsourcing Expectations: The client retains risk ownership with relatively small 'pain-gain' provisions in vendor contracts when outsourcing. Outsourcing creates a large mismatch between risk control and risk ownership.

Business Criticality & Risk Appetite: To provide resilience for business operations at optimum cost, understanding the client's Risk Appetite and criticality of client operation is crucial. Business Criticality affects all aspects of Performance and Risk Management.

Good Management Information: Vendors and clients need good Management Information Systems (MIS) for Performance and Risk.



What we do

CRA staff have a track record in pioneering tools and processes in Performance, Compliance and Enterprise Risk with multinational corporations running portfolios of thousands of facilities around the world. Projects have included all ERM work streams and business strategy requirements to ensure consistency and economy of effort whilst avoiding cross-silo issues. Irrespective of whether data centre facilities are used or controlled by the client, service providers or landlords' consideration is given in terms of normal operations, maintenance, emergency operations, resilience, security, safety, 'demising' to / from Project Contractors, Permit-to-Work.

Data Centre Performance and Risk Management will look into:

- The Data Centre facility location and external risks;
- Operational performance and service levels;
- Critical Processes and Monitoring;
- Data Centre Operational design parameters:
 - Communications
 - Fire Detection & Suppression
 - Heating, Ventilation and Air Cooling (HVAC)
 - Power
 - Security & Access Control
 - Tier Class & Capacity
 - Computer Room
- Preventative Maintenance;
- Business Continuity – Emergency Procedures associated with Disaster Recovery Plans & Processes;
- Independent certification; e.g. ISO;
- Outsource and/or third party dependencies;
- Capacity planning & major changes;
- Resilience definitions and quantification of criticality;
- Risk analysis processes and tools including KRI dashboards;
- Risk modelling and resilience gap analysis;
- Risk Acceptance process;



This approach can be used in many scenarios either with a full service Data Centre provider, the end-customer or service provider is a tenant or a new build Data Centre or a major change or extension.

Our work

CRA can help with these major challenges, based on our long experience as client retained staff with extensive service delivery know-how, processes, tools and controls. CRA can significantly improve performance and compliance while reducing the risk in Data Centres. By pioneering tools in several critical industries, such as Nuclear Power, Defence and Banking CRA can bring the benefits of cross-fertilisation from several sectors to design, roll-out and maintain your Data Centre Risk Management.