

5 Minutes with i/o's Operations Team - IO



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The i/o Data Centers Operations team plays a critical role in the data center. They are responsible for keeping the data center's key infrastructure available and "always-on" 24x7xForever. You may have seen the Operations team walking around the data center floor. In this newsletter, we are going to allow you to meet the team and learn more about what they do.

Each operations team member starts their 10 hour day by meeting with their manager. They assess their workload for the day and then head to the data center floor. Once on the floor the Operations Team starts one of their four data center floor walks. Each walk takes anywhere from an hour and a half to two hours. During this walk they listen and look at each piece of equipment to ensure it is running as it should. They also check and document all of the data on the equipment.

When the Operations Team is not on one of their walks, to monitor the data center floor, they are doing numerous other tasks assigned to them. Some of tasks include completing customer help tickets, implementing cross connects, and building custom cages. Operations Team members also maintain security and cleanliness in the data center as well as oversee any contractors on sight.

Each Operations Team member at i/o Data Centers has approximately two years of experience prior to joining the team.

Tags: data center, data center operations

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