Monthly  
Report

February 2023

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| --- | --- |
| **DC Site Name: NARRA 1**  Customer:  Customer ID:  Report ID: DE-RPT-CUST-2023-xx | info@digitaledgedc.com  digitaledgedc.com |

Digital Edge Monthly Report

Contents

[1. Executive Summary 3](#_Toc137656971)

[**1.1. Service Level Availability Achievement\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3**](#_Toc137656972)

[2. Temperature and Relative Humidity 3](#_Toc137656973)

[3. Incident Report Summary 4](#_Toc137656974)

[4. Site Access Report 5](#_Toc137656975)

[5. Shipment Report 5](#_Toc137656976)

[6. Remote Hands Report 6](#_Toc137656977)

[7. Maintenance Schedule 7](#_Toc137656978)

[8. Power Usage 8](#_Toc137656979)

[**8.1. Summary of Power Usage for the Month\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 8**](#_Toc137656980)

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| Prepared By | Data Center Operations Manager |
| Prepared For | Customer |
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# Executive Summary

During the month, the Service Availability for all facility services for the Data Center is at 100%. There are no incidents reported for the month.

## Service Level Availability Achievement

All SLAs were met for the month of xx 2023.

Table 1 - Service Level Availability

|  |  |  |
| --- | --- | --- |
| Service Level Agreement | Target Availability | Availability Achieved (%) |
| Power | 99.99% (Non Redundant)  100% (Redundant) | 100% |
| Temperature (18°C – 27°C) | 99.99% | 100% |
| Relative Humidity (30% - 70%) | 99.99% | 100% |
|  |  |  |
|  | | |

# Temperature and Relative Humidity

The following table shows the average temperature, relative humidity, and the trend for Data Hall xxx…

* The recorded result for temperature is within the SLA: 18°C - 27°C
* The recorded result for relative humidity (RH) is within the SLA: 30% - 70%

Table - Monthly Records for Temperature and Relative Humidity

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Data Center - location | | | | | | | | | | | | |
| Month in 2023 | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| Ave. Temp (°C) | 21.83 | 22.90 |  |  |  |  |  |  |  |  |  |  |
| Ave. Hum (%) | 54.56 | 53.37 |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |

Figure - Trend Log for Temperature and Relative Humidity

A screen shot of a graph

Description automatically generated with medium confidence

# Incident Report Summary

The Incident Report summary will comprise details of incidents occurred within the reporting month that affects the performance of the Power, Temperature, Relative Humidity and Security Access to the customer leased area.

Below is a summary of the incident report for the month.

Table - Incident Report Summary

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S/N | Incident  Ticket No. | Descriptions | Start Date  Time | End Date  Time | Comments  Attached IR |
| 1 | MNL01\_20230511\_01 | Breaker trip for Power Source B to Rack 11-05 | 16 Jun 23  1159hr | 16 Jun 23  1230hr | Breaker trip was caused by faulty PS on Server (XXYY) in rack. |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Site Access Report

The following is a summary of the site access tickets. Please refer to the attachment for details.

Table - Site Access Tickets

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Created Date Time | Ticket No. | Ticket Type | Site Visit Date  Time | Visitor Names |
| 2023-06-13 16:27:24 | 6193 | Work Visits | 2023-06-13 16:27:00 | 박민영 |
| 2023-06-13 08:53:02 | 6161 | Work Visits | 2023-06-20 13:00:00 | 김민균 |
| 2023-06-12 13:26:55 | 6134 | Work Visits | 2023-06-16 08:00:00 | 조이국 |
|  |  |  |  |  |
| Attachments | | | | |

# Shipment Report

The following is a summary of the shipping tickets. Please refer to the attachment for details.

Table - Shipment Tickets Requests

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Created Date Time | Ticket No. | Requester | Ticket Type | Status |
| 2023-06-13 15:41:39 | 6190 | 정진환 부장 | Inbound | Pending Approval |
| 2023-06-09 08:57:44 | 6041 | 문민주 | Inbound | Completed |
| 2023-06-07 14:39:28 | 5955 | DEK PUS1 | Inbound | Pending Approval |
| 2023-06-07 14:01:47 | 5952 | DEK PUS1 | Inbound | Pending Approval |
| Attachments | | | | |

# Remote Hands Report

The following is a summary of the shipping tickets. Please refer to the attachment for details

Table - Remote Hand Service Requests

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Created Date Time | Subject | Ticket Sub-Type | Requester | Service ID | Total Hours Spent |
| 2023-06-13 05:44:19 | [Sysone] 서버 재부팅 요청 | Power On/Off Equipment | XXX | SSOKR-IB-00035532: 19" Cabinet | 0.50 |
| 2023-06-09 11:39:43 | [한국JS데이터시스템즈] 서버 리부팅 요청 | Power On/Off Equipment | XXX | JSDKR-IB-00035395: 19" Cabinet | 0.25 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Attachments | | | | | |

# Maintenance Schedule

The following maintenance activities were performed for the month and planned for the next 2 months.

Table - Schedule Maintenance

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| S/N | Systems | Maint. Frequency | May 2023 | | Jun 2023 | | Jul 2023 | |
|  |  | Plan | Actual | Plan | Actual | Plan | Actual |
| 1 | Water Leak Detection | Monthly | 18 | 18 | 20 | - | 20 | - |
| 2 | BMS | Quarterly | - | - | 8 | - | - | - |
| 3 | Cooling Towers | Quarterly | - | - | 28 | - | - | - |
| 4 | CHWP & CWP | Quarterly | - | - | 28 | - | - | - |
| 5 | CRAC Units | Monthly | 5 | 5 | 7 | - | 5 | - |
| 6 | Thermal Graphic Scanning | Annual | 17 | 17 | - | - | - | - |
| 7 | Shutdown Maintenance for DRUPS | 5 years | - | - | - | - | - | - |
| 8 | Fan & Cap Replacement for DRUPS | Bi-monthly | 8, 22 | 8, 22 | 5, 19 | - | 10,24 | - |
| 9 | Fire Drills (Building / DC evacuation) | Annual | - | - | - | - | - | - |
| 10 | Fire Protection (pre-action & building system) | Bi-yearly | - | - | - | - | - | - |
| 11 | Fire Extinguisher | Annual | 16 | 16 | - | - | 19 | - |
| 12 | Fire Extinguisher In-house Inspection | Monthly | 16 | 16 | 19 | - | 19 | - |
| 13 | Generator Run-Test (in-house no load test) | Monthly | 5 | 5 | 7 | - | 5 | - |
|  |  |  |  |  |  |  |  |  |
| Attachments | | | | | | | | |

# Power Usage

## Summary of Power Usage for the Month

The following is a summary of the power usage for the subscribed racks.

Table - Rack in KVA & Total Power in KWh –Dedicated RPP/PDUs

|  |  |  |
| --- | --- | --- |
|  | Description | Power |
| Total Power Usage for Customer XXYY | Power Usage Total | 70.32 kW |
| Subscribed Power | 81.00 KVA |
| Remaining Power | 10.68 kW |
| Attachments | | |