# Introduction

The demand for rented of server or located sever in the central datacenter is so higher. The reason for that: the price to buy sever so high, the price to maintain goods and equipments so high. The customer need places to put ensure about the o activity status of the server (temperature, fire prevention and fighting, smoothly network activities, security(copy Data , computer burglary)) instead of customer have to invest expenses, customer will rent a data center ensures with the above requirements… Therefore that individuals, own companies often bring server sends at the prestigious data center.

Data center is the place to give us conditions to run and manage the server. IT is very appropriate for companies do not have much money for IT investment expenses.

The current management of the data center still being facing many difficulties for the management of customer information, sever, IP address…(by excel,… to difficulties search in statistical, report). So the simple fact to recognize that the manual action still very multiple. It cause loss of a lot of time and effort for parts management, causing more barriers, hassle for customers.

# Current Situation

Present the current problems in the management server center, typically the TELECOM CENTER in Quang Trung Software city. Present managing customers visit sever, import and export to the repository server, management of IP sever, the place sever to do manual by documents, or by excel and word.

The customer information may be lost when they are changing or upgrading your sever configurations. Therefore, the sever information of before and after so different, customers must explain complex when they want to take sever.

The Visio software use to draw model of rack. When change location of the place of sever, they must to redraw location -> more troublesome for add new and update.

When customer informed about your sever in data center is malfunctioning, the staff must to open file excel to looking for place of sever.

Customers allocated IP addresses to their server, in the time they use it, the IP address that was attacked and they have a new IP address. Because the IP address don’t have history so clearly, the staff maybe allocate IP address for other customer.

* The current state: the system have three shifts, and one shift is eight hours.

When sent a mail to enroll to system, the first shift apply, but the next day is

the second shift. One shift usually write to it, but sometimes they forget it…Many shifts don’t sent correct information.

When staff want to get statistics information customers, server, Ip, the staff must search for documents, general manually so lost more time and labor effort

# **Role and Responsibility**

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| No | Full Name | Role | Position | Contact |
| 1 | Ngô Đăng Hà An | Project Manager | Supervisor | anndh@fpt.edu.vn |
| 2 | Lê Thị Thu Hà | Developer | Leader | halttse60943@fpt.edu.vn |
| 3 | Huỳnh Lâm Hà Tiên | Developer | Member | tienhlhse60932@fpt.edu.vn |
| 4 | Cao Hồng Nam | Developer | Member | namchse61061@fpt.edu.vn |