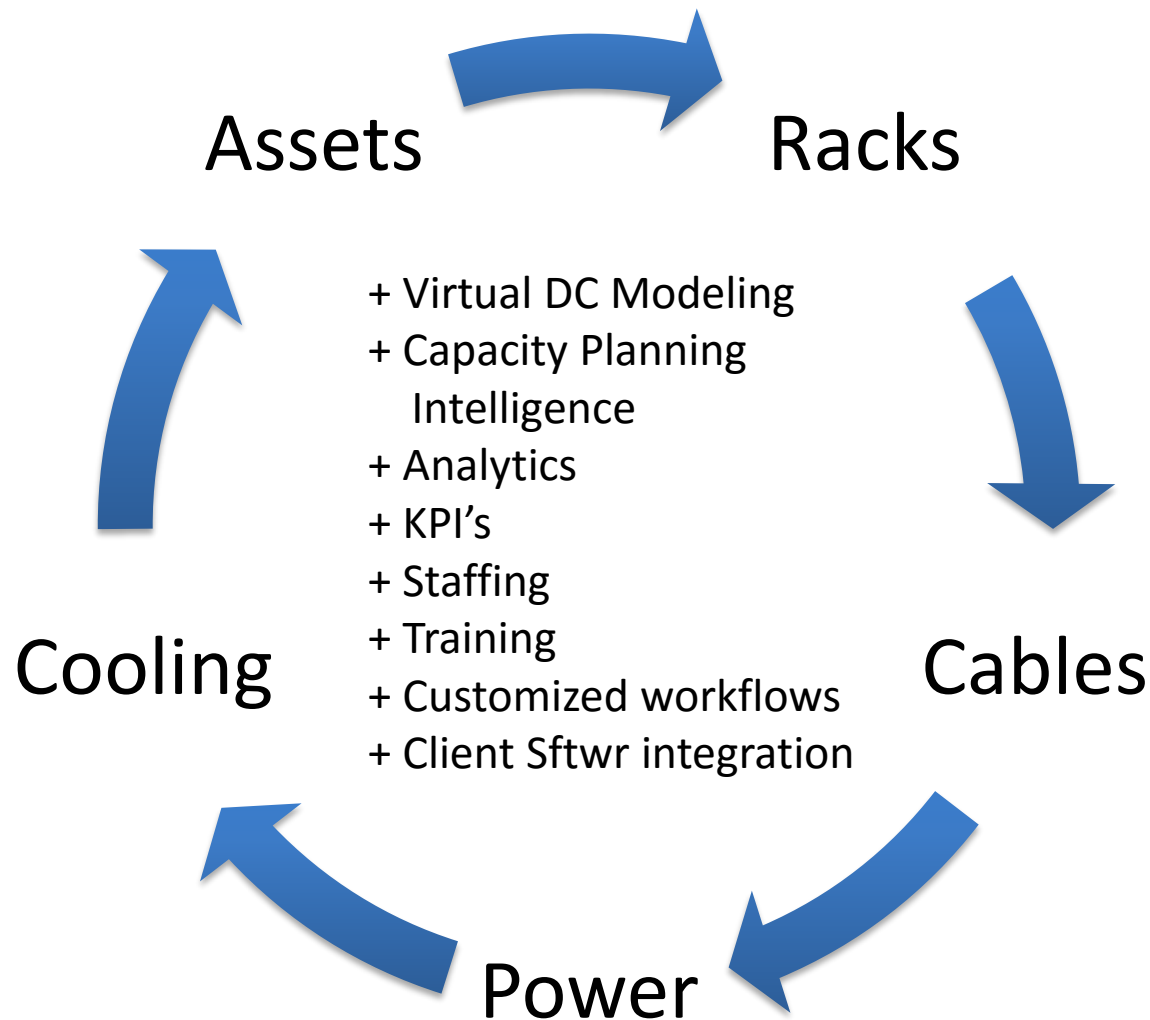


InCommand

Efficient, In Depth
Data Center Infrastructure Management
As a Service

What is InCommand

A managed service . . .



HOW InCommand WORKS



Server Farm's InCommand service provides a managed IT infrastructure solution that allows you to focus on your core competencies.

Extend Your IT Team:
So you can focus on delivering your organization's applications.

Customer IT Team

InCommand
DC Management Team

Immediate, Responsive Expertise through:

- Single-point of contact
- Highly specialized, trained team

Streamlined, traceable communication through the InCommand portal

InCommand Portal

InCommand Staff and Disciplined Processes

DC Facility and
IT Infrastructure

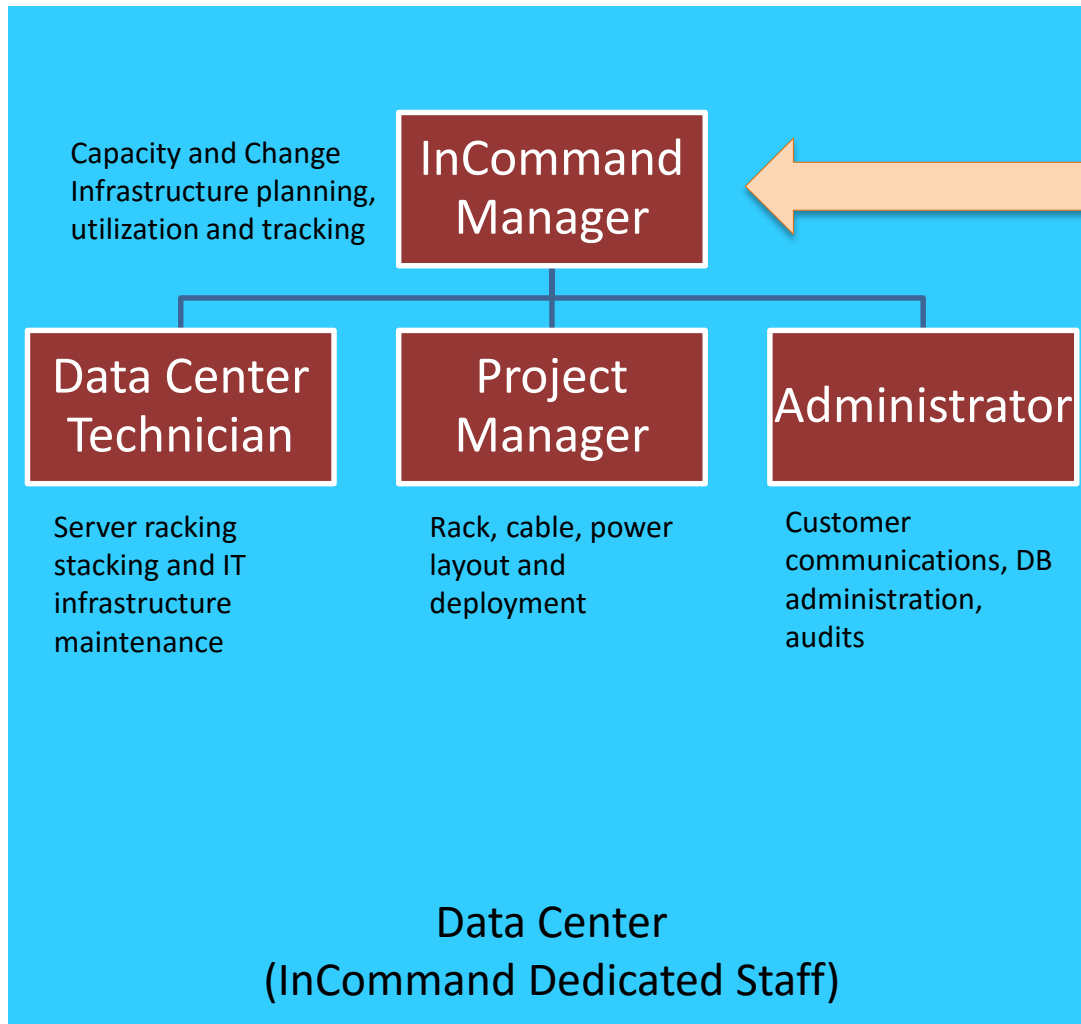
Repeatable, Adoptable Processes using:

- Proven, streamlined workflows
- Integrated with portal

Maximize Efficiencies through:

- Clear, traceable change order management
- Deep insight into infrastructure
- Powerful KPIs analytics

InCommand EXPERT TEAM



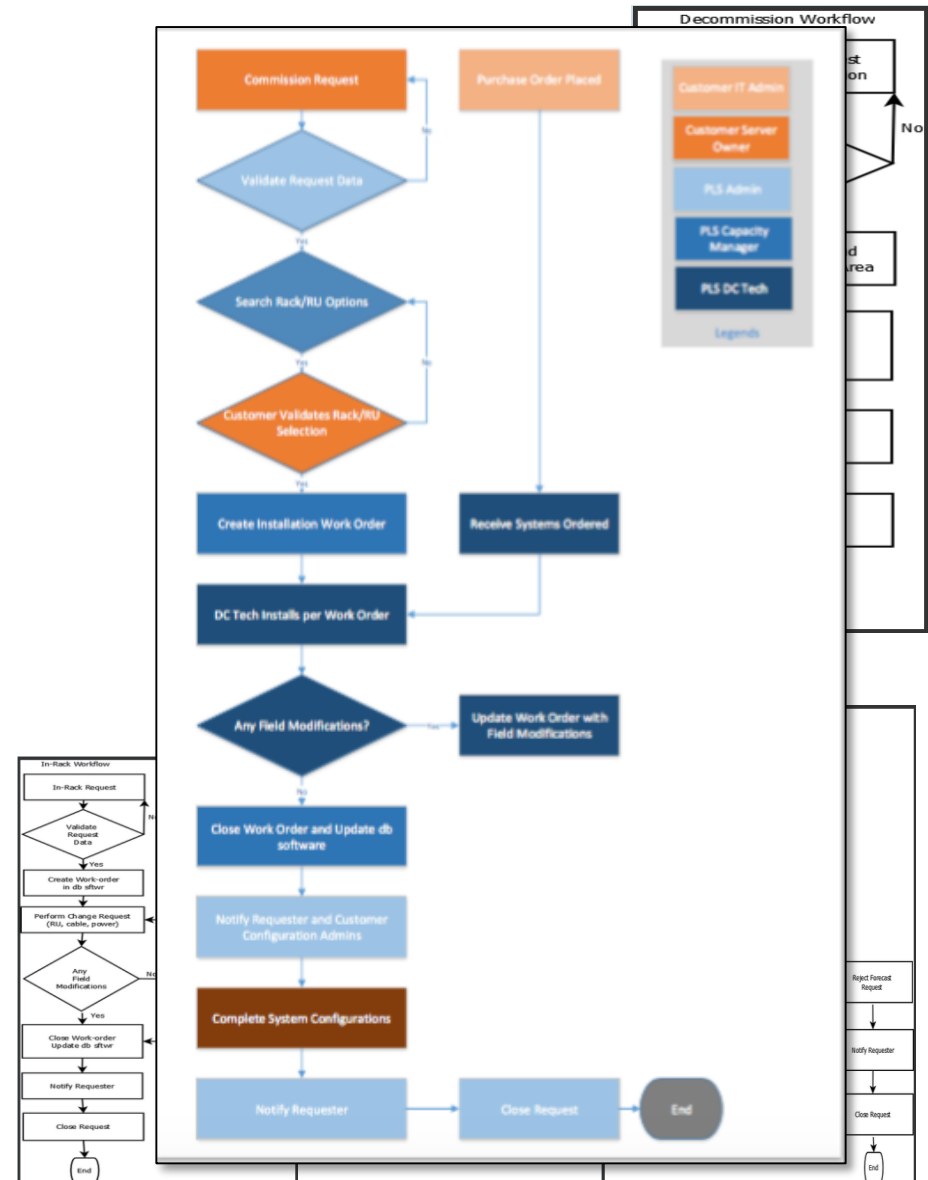
- Data center and facilities managers
- IT Functional Group Leads
- IT Functional Group Server Owners
- IT Admins / Procurement / Asset Managers

Custom Premises
(Customer IT Staff)

CHANGE MGMT DISCIPLINES



- Benefits
 - Continuity
 - Consistency
 - Longevity
 - Efficiency
 - Auditability
 - Maintenance of KPIs
 - Staff training
 - Speed of deployments
 - Asset tracking
 - Reporting / metrics
 - Capacity management



InCommand Demonstration



- Santa Clara, DemoCage for:
 - Rack Layout
 - Turn “Cable Tray” on and off
 - Select from dropdown
 - Rack Power Measured Avg and Measured Max to show where hottest racks are
 - Rack Elevations
 - Select “Device front images”
 - Click on NetApp filer in A05 RU21 to show power and cable details
 - Device Lists
 - Type “dell” in Model filter box to find all dell servers
 - Type “hp” in Model filter box to find all hp servers
 - Switch Cable List
 - Sort by “Patched to Cable”
 - Click on “Cable Chain” icon
 - KPI’s
- Santa Clara, Lafayette (customer cage-1) for:
 - Rack Layout with real power metrics
 - Device details - showing chassis and blades

- Page 1 (InCommand title page)
 - InCommand is the result of ServerFarm's commitment to provide world class IT Infrastructure Management as a service
- Page 2 (What is InCommand – A managed service . . .)
 - Asset Management includes
 - capacity planning, workorder creation, racking/stacking, cabling, powering, labeling
 - server troubleshooting (amber walks, audits, parts replacement, rma handling)
 - shipping/receiving of equipment
 - Inventory maintenance (in rack and in storage)
 - Demonstration options
 - DemoCage rack elevations
 - Clicking on rack elevation device to show device power and cable details
 - Device list for sorting and filtering examples
 - Troubleshooting request form (step through the form and Save)
 - Troubleshooting History (available under Reports -> Troubleshooting History)

- Page 2 (What is InCommand – A managed service . . .)
 - Rack Management includes
 - Rack locations
 - Rack names
 - Rack group owners
 - RU management (InUse and Available)
 - Rack KPI
 - Demonstration options
 - Rack Layout (functional group and rack type views)
 - Rack KPI
- Page 2 (What is InCommand – A managed service . . .)
 - Cable Management includes
 - Tracking of every switchport and patch panel port
 - Cable types
 - Cable labels
 - Cable status
 - Cable location
 - Demonstration options
 - Data Center Views -> Switch Cables (filterable and sortable gridview of all cables)
 - Cable chains
 - Sort the Cable list by "Patched To Cable)
 - Select a cable with an entry in the "Patched to Cable" field and click on the blue "cable chain" button
 - Cable KPI

- Page 2 (What is InCommand – A managed service . . .)
 - Power Management includes
 - Circuits, Racks, Panels, PDU's, UPS's, Generators, Utilities
 - Thresholds, Real Loads, Failover Loads, Available watts on every power supplier in the power chain
 - Red and Yellow alerts for oversubscription and nearly oversubscribed suppliers
 - Demonstration options
 - Data Center Views -> Rack Power
 - Data Center Views -> Power Loads and Thresholds
 - Power KPI
- Page 2 (What is InCommand – A managed service . . .)
 - Cooling Management includes
 - Establishing max power policies by rack
 - Alerting for hottest racks and racks exceeding their power policy maximum
 - Demonstration options
 - Data Center Views -> Rack Layouts
 - Power Policy view
 - Measured Average vs. Power Policy view
 - Measured Max view

- Page 3 (How InCommand Works)
 - Start from bottom and work up in the graphic
 - DC Facility and IT Infrastructure build
 - InCommand Staff and Disciplined Processes (manages the infrastructure build)
 - InCommand portal provides the virtual view of the IT infrastructure and serves as the UI to manage and track all customer requests and infrastructure change activities
 - Customer IT team and InCommand Team track and manage communications via the InCommand portal
- Page 4 (InCommand Expert Team)
 - Talk about the 4 team member roles
 - InCommand Manager (The manager of the DC infrastructure and the main point of contact for the customer)
 - Data Center Technician
 - Data Center Project Manager (manages larger projects, not daily moves/adds/changes)
 - Administrator (the member responsible to ensure customer prescribed workflows are followed and customer is noticed at predetermined intervals)

- Page 5 (InCommand Disciplines)
 - Talk about the importance of predefined workflows to ensure common activities are performed with consistent quality and in timely fashion
 - Talk about the InCommand team assisting the customer to develop and utilize predefined workflows. Acknowledge this often requires and change in the culture of change, which takes time . . . And lots of it.