



### **Notification of Scheduled Maintenance**

Start: Sunday 21<sup>st</sup> February 2010 – 00:15

End: Sunday 21<sup>st</sup> February 2010 – 04:15

#### **Dear Customer.**

Please accept my apologies for the extended period of time required to provide this update. The unusually bad winter weather conditions in recent weeks adversely affected the supply chain, and it is only in the last few days that a conclusion has been reached with regards to re-engineering power delivery within F25 data-centre suites A and B at the Kent Science Park.

During December, a specialist electrical testing company was contracted to perform a comprehensive analysis of the electrical infrastructure within the facility. Infrared, ultrasonic and traditional circuit analysis was performed across the supply and distribution network and a report compiled. This analysis was undertaken to confirm the integrity of the electrical design and to ensure that there were no latent issues within the power infrastructure. It also facilitated the planning of any remedial changes that may be necessary to eliminate the possibility of a repeat power outage event of a similar nature occurring in the future. The technical analysis concluded that no critical issues existed. Progress was therefore made to the next stage which was planning the removal and replacement of the damaged post-UPS bus bar infrastructure and implementation of a suitable replacement.

We only recently received final details of the revised design, and instructions have now been issued to the electrical contractors to carry out these works. The new design removes the remaining core 250A and 400A bus bar distribution elements that are currently utilised after the N+1 UPS stacks. The final 100A bus bar distribution system which feeds each row of racks will remain in place, but this will be fed directly from a new 400A master UPS distribution panel.

To complete these works it will be necessary to shut down the power infrastructure so that connections on the UPS and bus bars can be changed over to the new distribution system. To minimise disruption to customers, the shutdown is scheduled to start at 00:15 on Sunday 21st February. A team of 5 electricians will be deployed concurrently to ensure a rapid transfer to the new infrastructure. Because of the scale and complexity of the tasks to be completed the anticipated down-time is approximately 4 hours.

Please note, **not** all customers will be affected by these works. The F25 facility consists of three suites known as A, B and C. Only suites A and B are subject to these works. Due to the smaller scale of Suite C it has always been wired directly to an N+1 UPS stack, and as a result it is not susceptible to the failures which occurred in Suites A and B towards the end of 2009. Suite C will

remain online throughout this maintenance. If you are located in Suite C, no interruption to your services will occur.

If you are unsure which suite your service is located in, please open a ticket on our support helpdesk, and we will be more than happy to clarify. As a general rule, services will be affected in the following manor:

### **Unaffected:**

- SynergyWorks Website, Customer Portal & Helpdesk
- All Virtual Server Customers
- All Shared Hosting Clients
- Any customers located in Suite C at KSP
  - This includes *\*some\** dedicated server & collocation clients.
- Any customers located in Bluesquare 1, Maidenhead
- All Broadband & Leased Line Customers
- Offsite Backup Storage Services (NAS)

### **Affected:**

- Any customers located in Suite A or B at KSP
  - This includes *\*some\** dedicated server & collocation clients.

To allow these works to be completed on schedule, we ask customers who wish to have their equipment cleanly powered off, shutdown their systems no later than 15 minutes before the scheduled maintenance starts, as it will not be possible to delay the power down. Customers with managed services will have their equipment shut-down by SynergyWorks and need not worry. Once power is restored we will power up all dedicated, managed and collocated servers.

For health and safety reasons, any lockable rack-space customers attending site to shut down equipment will be required to vacate the facility before the electricians commence works. If lockable rack-space customers require 'remote hands' to switch on equipment once power has been restored, detailed instructions regarding equipment and power-up sequencing will be required in advance.

Prior to the scheduled maintenance period electricians will be carrying out some preparatory works including relocation of an existing air conditioning distribution board and installation of new cables under the raised floor. These preparatory works will not be service effecting.

Please note that all personnel entering the F25 data-centre should be extra vigilant when moving around the facility during this time, as floor tiles may be lifted and unusual cables and equipment may be present. If at any time access to customer racks or equipment is restricted please liaise directly with an electrician on site, or contact the SynergyWorks helpdesk. Please do not handle or attempt to move any obstructions yourself.

Please accept our apologies in advance for any inconvenience caused by this planned maintenance, and I do assure you that every effort will be made to minimise the interruption to service. If you have any queries or questions, please do not hesitate to contact me.

**Kind Regards,**

**Robert Bentley**

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