

As the foundation standard for data center operations, ANSI/BICSI 009 features 10 chapters covering the following and more:

- **Governance**
- **Standard operating procedures**
  - ICT cut-overs, technology refresh, and migration
  - Work orders
  - Work safety
  - Storage, staging, and related tasks
  - Equipment delivery and shipments
- **Security**
  - Security plan
  - Physical, cyber, and IT security
  - Material control and loss prevention
  - Computer room and critical facility areas special considerations
  - Event response
- **Maintenance**
  - Management
  - Maintenance plans and contracts
  - Patrols and inspections
  - ITE moves, adds, and changes
  - Power, cooling, and cabling systems
  - Building area and physical space maintenance
- **Emergency operating procedures**
  - On-site and offsite events
  - Emergency response
  - Disaster recovery
- **Management**
  - Operations management
  - Management tools (e.g., DCIM, BMS, AIM)
  - Service provider management
  - Change control and documentation