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## Michael Kingsley to take part in service excellence panel at Boston conference

*President of EEC to weigh in on a discussion surrounding "Creating a Passion for Service Excellence"*

Michael Kingsley, President of EEC, will participate in the SCORE Conference being held in Boston, Massachusetts, on June 13, 2007. Mr. Kingsley will tap into his many years of service experience, and offer his insight as a panel member during the "Creating a Passion for Service Excellence" session. The session is scheduled to take place between 9:15 A.M. and 10:00 A.M. on the 13th.

The SCORE Conference runs from June 11 - 13, 2007, at the Seaport Hotel in Boston, MA. The conference focuses on increasing revenue and profits by maximizing customer satisfaction and loyalty. For additional information about the conference visit EEC's website at: [http://www.eecnet.com/2007\\_score\\_conf.htm](http://www.eecnet.com/2007_score_conf.htm).

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## "Top 10" things to consider regarding how to run a more efficient data center

1. Avoid short-cycling your air-conditioners. Short-cycling can occur when Air-conditioning is oversized for the critical load, or when cool air mixes with return air. An assessment of the heat-load and air flow in the room may lead to the relocation of units, or possibly the installation of a system that can cycle the units on and off.
2. High-density loads should be cooled with high-density air-conditioning solutions. These systems are capable of handling the high concentration of loads, such as blade servers, and are more efficient than attempting to cool the loads with traditional systems.
3. Make sure your data center is sealed to prevent humidification problems. All cracks and holes in the walls and floors should be sealed; doors should be tight fitting; and ceiling tiles should have a vapor barrier, and all tiles should be in place.
4. Try to keep office space, desks, out of the data center. By code, if there is a desk (or desks) in the data center they are considered occupants. The code requires at least 20 CFM of outside air per occupant to help prevent "sick building syndrome." The more outside air you have coming into the data center the more problems you have with humidity control, which leads to the usage of more energy.
5. If you have raised access flooring seal around all cable openings, and close all open floor tiles. This will help prevent cooling and static pressure losses.
6. Use blanking plates for empty spaces inside server racks.
7. Make better use of your data center's existing servers. For reliability reasons, servers in data centers are usually found running one or maybe just two programs per machine, but this is beginning to change with virtualization technologies. Look into ways you can better use today's equipment.
8. Conduct proper, and routine, Preventative Maintenance (PM) on all critical equipment. By conducting regular PM's potential problems are found and corrected before they become outages, and equipment runs much more efficiently.
9. Ensure your organization has documented Standard Operating Procedures (SOPs) and Methods of Procedures (MOPs). These play a critical role in properly maintaining your equipment, documenting safety procedures, as well as disaster preparedness. Human error is one of the leading causes of outages in a data center.
10. There are many power management software tools on the market that monitor power consumption on servers and automatically put them on standby mode when they are not needed – it is said this can reduce 80 percent of power consumption on servers.



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## **Don't miss your chance to participate in one of EEC's Customer Appreciation Golf Outings!**

*EEC plays host to its Northeast clients during August and its Mid-Atlantic clients during September*

EEC will be hosting its 11<sup>th</sup> Annual New England Customer Appreciation Golf Outing on Thursday, August 23, 2007. Be sure to mark your calendar and keep your eyes open for the invitation. As in past years, the scramble tournament will take place at the New England Country Club in Bellingham, Massachusetts, one of our areas most beautiful and challenging public courses. The event will be followed by a catered luncheon and awards ceremony. Regardless of skill level, participants always have a great time at the event. Be sure to check out the pictures from last year's outing: [http://www.eecnet.com/company\\_press\\_archive/2006\\_EEC\\_Golf\\_Outting.htm](http://www.eecnet.com/company_press_archive/2006_EEC_Golf_Outting.htm). Should you have any questions about the tournament contact Sharyn Dunn, 508-229-1473 or [sdunn@eecnet.com](mailto:sdunn@eecnet.com).xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />

On September 26, 2007, EEC will be hosting its 3<sup>rd</sup> Annual Mid-Atlantic Customer Appreciation Golf Outing, at the Bucks County Country Club in Jamison, PA. The outing will be followed by a catered luncheon. For additional information about the Mid-Atlantic tournament contact Paula Devine at (215)219-2691 or [pdevine@eecnet.com](mailto:pdevine@eecnet.com).

Published by Sharyn Dunn

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