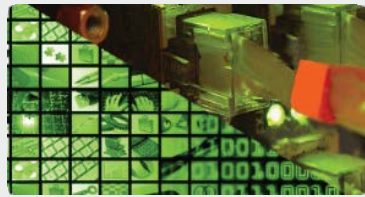

Relocation Planning Services Guide

A quick reference guide for some of the IT needs when relocating, downsizing or upgrading your office.



Provided by:



Table of Contents

Relocation Teams	3
Establish move teams. For each team leader, establish a backup in case the original team leader is unavailable.....	3
SECTION 2.....	5
Organization.....	5
If you use analog and digital phone and network lines, make sure that everything is clearly labeled with an "A" for analog, "V" for digital phone lines, and "D" for network lines.....	5
SECTION 3.....	6
Custodial Services & Equipment Maintenance.....	6
Moving is a good time to give your computers, keyboards, and monitors a good cleaning.	6
SECTION 4.....	7
Phone Service, Cabling, Internet Access, Power	7
Schedule wiring according to the construction timeline for newly built structures.	7
SECTION 5.....	10
Hardware.....	10
<i>Inventory existing equipment and hardware, including computers, monitors, printers, modems, servers, surge protectors, fax machines, data cables, network switches, copiers, firewalls, and the DMZ port.</i>	10
SECTION 6.....	11
Business Continuity	11
<i>Identify key contacts at new and old locations.</i>	11

Relocation Teams

Establish move teams. For each team leader, establish a backup in case the original team leader is unavailable.

Desktop Telephone Team: Start with an inventory of phones lines. Check invoicing to ensure no facsimile or alarm lines are missed. Box or bind each desk phones with ancillary equipment like headsets so they do not get separated from one another. Do not unplug handsets unless necessary – or box or bind them to the phone. Place user name tags on the bottom of each phone

Desktop PC team: Break down unused PCs and equipment and rebuild in the new location.

Printer/Facsimile team: Install and configure all printers.

Network team: Build racks and configure switches and routers.

Review space plans and jack locations for all equipment with team leaders.

Testing team: Visit each workstation after it is assembled and verify that everything is operational. Follow a pre-determined checklist for Desktop phones and PCs. Provide procedures for reporting trouble after the move. Include office shared equipment such as printers and facsimile machines.

Backup team: Take responsibility for the data (perform backups).

Create an outline for each team member and vendor, as needed.

Organization

If you use analog and digital phone and network lines, make sure that everything is clearly labeled with an "A" for analog, "V" for digital phone lines, and "D" for network lines.

All wiring should have permanent labels at both ends with information like room plate and port numbers. Post a set of floor plans next to the patch panels with all of the room numbers and wall plate locations clearly identified.

Label computers, boxes, binders, switches, keyboards, mice, etc., with destination information like room numbers and office locations. The information should be detailed enough so that whoever is installing the items can place them without having to ask where they go. One idea is to use different colored labels for each major location at the new office. At the new location, place the appropriate colored labels on the doors, door frames, and cubicles. If the building has several floors or wings, put groups of labels at intersections, stairwells, and elevators, with arrows pointing the way.

Custodial Services & Equipment Maintenance

Moving is a good time to give your computers, keyboards, and monitors a good cleaning.

Just prior to or right after the move, open the computer cases and blow out all the dust with a reversible vacuum cleaner. Use a compressed air bottle for keyboards and a safe screen cleaner for the monitors and telephone screens. During inventory take note of any equipment that is old and needs to be refreshed such as broken headset cords. Prior to the move is the time to ensure that all equipment is in working order.

Phone Service, Cabling, Internet Access, Power

Schedule wiring according to the construction timeline for newly built structures.

Identify the telephone and data cabling closet/room within the space.

Identify the server location on the floor plan.

Verify that the location of the server room is centralized to avoid the 100m Ethernet UTP length limit.

Confirm minimum requirements for the server room, including room dimensions, electrical requirements (30 amp dedicated circuit), floor coverings, HVAC with alarm and separate ground, and dedicated space for tech equipment only.

Evaluate cost and lead time in providing additional electrical service in the new location.

Test all network and phone drops as soon as possible.

Test all power outlets using a tester as well as plugging something in, ensure proper ground.

Map the locations of the new desks—or new locations of existing desks—with your office manager(s) and use a mapping tool to estimate your cable sizes to avoid too-long or too-short cables.

Plan for extra wire drops. Put at least two to four drops on every wall of an office space. Run four strands of Cat5/5E cabling to every wall and terminate with RJ45s in a wall plate. In the computer room, group the four strands that correspond to the four jacks on the wall plate and then punch everything down on Cat5/5E patch panels.

Be sure the backup batteries for phone switches and servers are all accounted for and installed according to schedule. Now may be a good time to replace them. The life span is about 2-3 years depending on the manufacturer.

If you have an 800 number, make sure your vendor is aware and ready for the cutover date and time. Test the new phone line several days before the move, leaving some cushion time for problems. The more complex the routing programming is, the more time and testing you need.

Disconnect all leased lines, such as T1s, at the old location. Keep in mind, many carriers require several months of planning on T1s and complex networks such as MPLS. Also, the new location will need a facilities check from the carrier to ensure that bandwidth required. Do not assume carrier facilities are available as the delay and cost can be substantial.

Review programming/routing on the voice mail system. You may need to make changes there.

Determine what type of Internet access is available at the new location. (Note: Lead time for a T1 line is often six to eight weeks.)

If you have to change your ISP, you must also plan to change the DNS resolution for your company's Web addresses if you host it internally. If you change ISPs you'll have a change of IP addresses, so you will have to register the change with the DNS registry companies and time it right so that service is interrupted as little as possible. If your server IP addresses are not updated with new DNS information, your Web and e-mail servers will have problems.

Hardware

Inventory existing equipment and hardware, including computers, monitors, printers, modems, servers, surge protectors, fax machines, data cables, network switches, copiers, firewalls, and the DMZ port.

Evaluate the need for new equipment.

Make a note of the lead time required for new orders to be filled. Donate or make a plan to properly dispose of equipment that is going out of use.

Often, laptop users who disconnect their PCMCIA network cards will leave them behind. Be sure you have spares at the new office. Varying lengths of Spare telephone and headset cords are recommended as they tend to go missing during the move.

Review service calls for the past year and identify likely-to-fail parts. Have several of those parts on hand. Have spare cables and hard drives on hand.

Have a physical backup (bootable media) for all servers. Plan to transport the backup media separately from the truck moving the servers. It's not a bad idea to have two copies in two separate cars.

Business Continuity

Identify key contacts at new and old locations.

Prepare a list of contact names, phone numbers, pagers, e-mail addresses, and cell phone numbers and distribute the list to all responsible parties. The list should include property management contacts, local telephone company, long distance telephone company, local computer support vendor, local telephone system vendor, telephone/data cable vendor, shipping representative, and Web site Webmaster. Store a printed copy in a safe, easily accessed location, like your car.

Ensure that the local staff contact will be onsite for deliveries or vendor access to the space prior to office opening.

Establish and inventory every telephone number to be moved. Schedule a meeting with the local telephone vendor.

Schedule disconnects or additions of phone lines.

Transfer any ISDN lines.

Make sure that there are at least three analog lines available in the office on the day of the move.

Schedule activation time for new site.

Reconfirm move date with all vendors one month prior to move. Have a team meeting to confirm roles and responsibilities. Update all pertinent information with your company's backup alarm system, office security systems, etc.

Remind users to back up their own files onto the network or disks before the move.

If any reconfiguration is necessary at the new site, script all steps whenever possible.

Test the steps before the move. In writing this list, assume that end users will be doing the changes and make the script foolproof.

Script the shutdown steps of all equipment.

Check to see that service contracts on fax machines, PCs, servers, copiers, etc., are not voided if someone other than the contractor moves the equipment or preps the equipment for moving.