# Facilities management DCMA

Planning, designing and managing the buildings, space and facilities which, collectively, make up the IT estate.

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| **Guidance Notes:**  Activities may include, but are not limited to:   * using data centre management tools * provisioning and managing the physical environment, including power, space, and cooling * adhering to established safety, security and quality standards * monitoring the environment and providing statistics on energy usage * controlling physical access * adhering to mandatory policies and regulations concerning health and safety at work. |

## Level 2

Assists with the tasks related to granting, monitoring and reporting on physical access controls under routine supervision.   
Follows established procedures and guidelines to support the maintenance of the physical environment.   
Helps create and maintain documentation.

## Level 3

Monitors compliance against agreed processes and investigates, assesses and resolves incidents of non-compliance, escalating where necessary.   
Grants users required physical accesses and monitors and reports on overall access control.

## Level 4

Uses data centre management tools to produce management information on power, cooling and space and investigate issues where necessary.   
Carries out routine audit and checks to ensure adherence to policies and procedures.   
Facilitates the implementation of mandatory electrical safety testing.

## Level 5

Develops and maintains the standards, processes and documentation for data centres.   
Optimises efficiency in the population of data centre space. Ensures adherence to all relevant policies and processes.   
Uses data centre management tools to plan, record and manage installed infrastructure, power, space and cooling capabilities.   
Monitors usage and actions to meet sustainability targets.

## Level 6

Sets the organisational policy for managing the IT estate and ensures that policy reflects best practice.   
Develops strategies to ensure future requirements for data centre space can be forecast and fulfilled.   
Takes overall responsibility for adherence to health & safety regulations and electrical safety policy.   
Seeks out and ensures use of industry best practice to ensure future plans are aligned to meet corporate sustainability targets.