

innovative thinking



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What You Need To Know About
Systems O&M

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What Systems Do I Need to Worry About Maintaining?

The short answer ... all of them ...

What Systems Do I Need to Worry About Maintaining?

- Communications Systems
 - Fiber Infrastructure
 - IT Infrastructure (servers, routers, etc.)
 - Wireless (network, licensing, performance)
 - Support Infrastructure (HVAC, UPS, generators, etc.)

What Systems Do I Need to Worry About Maintaining?

- Security Systems
 - CCTV & Video Management
 - Access Control
 - Intrusion Detection Systems (video analytics, fence sensor, etc.)
 - Physical Security Components (fencing, bollards, gate operators, etc.)
 - Command and Control systems

What's the Difference Between Warranty & Maintenance?

- Warranty
 - A written guarantee for a period of time
 - Manufacture defect
 - Workmanship
 - Minimum of at least one year (from acceptance?)
 - On call service
 - Spare parts inventory
 - Beware of hidden costs

What's the Difference Between Warranty & Maintenance?

- Maintenance
 - To keep in a desirable condition
 - Monthly, Quarterly, Semi-Annual, Annual
 - Based on manufacturers recommendation
 - Some examples could include
 - Cleaning cameras
 - Minor software/firmware updates
 - Generator start/run
 - Wireless & network tuning and adjustments

What are Support Services?

- Service level agreement
 - Extended warranty and maintenance
 - Configuration support
 - Hardware
 - Software
- Major software release & upgrades
- Ongoing training

What are Support Services?

- Consulting services
 - Continuous assessment of your solution against your current or future needs
- Annual systems performance testing

How Do I Define My Maintenance & Warranty Requirements?

- When does it start and who is going to maintain the system?
- CONOPS
 - Service response times
 - Minor
 - Major
 - Critical (Emergency)
 - Restoration period
- Budget

What Should I Budget For On-Going Maintenance & Support Services?

Typically 15 to 20% of total system investment
(annual basis)