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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)