Stuart Featham

From: Davies, Nigel
Sent: 11 May 2011 16:20
To: Lockyer, Heather J
Subject: FW: Asset Refresh Cycles

The relevant paragraph is the one about data centre kit.

Regards,

Nigel Davies

Chief Enterprise Architect
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From: Teece, Paul [mailto:paul.teece@hp.com]
Sent: Thursday, May 05, 2011 5:26 PM
To: Davies, Nigel
Cc: Krantz, Ronald D.
Subject: RE: Asset Refresh Cycles

Nigel,

There is no hard and fast rule, the answer will be specific to particular set of circumstances. A reasonable rule of thumb is two to three years for portables and three to four years for desktops. Many studies show the optimum to be at three years (Gartner say between three and four years). From an engineering viewpoint best practice would be to replace every 3 years as machines reliability is not impaired during this period and replacement at 3 year intervals allows business to take advantage of technology improvements (such as reduced power consumption). The current economic reality drives this out to four years as corporations accept the decrease in reliability (productivity) during the fourth year to defer capital expenditure.

When defining the policy it would be prudent to take into account any plans or desires to move to a fully virtualized solution as this offers some variation. When all data is held at the data centre one approach is to keep thin clients in operation on the desktop for an extended period of time having a pool of replacements locally available for substitution when necessary. (Moving to a virtualized solution offers the prospect of reducing power consumption, enabling faster software install/upgrade and remote diagnosis/repair as well as greater opportunity for standardization of software & versions.

Data centre kit is even less clear cut, in a well managed data centre industry standard is to replace servers every 5 years, disks every 3, SAN chassis & fabric every 5, tape library robots every 3 (although some manufacturers are starting to provide warranty for 5 years). Needless to say monitoring of the data centre kit is essential as a server equipment that is driven very hard may develop a fault ahead of time. Data centre refresh is often driven by other factors such as requiring greater compute density (fit more into same space) and reducing power/cooling requirements. Software manufacturers define the requirements for their products which can also demand change (such as requiring a specific generation of CPU or access to a TPM module).

From a system viewpoint typically organizations aspire to ensure newly introduced software is either current or only one major version behind the version available. Software should be replaced before generally available vendor product support ceases.

Hope this helps.

Regards,

Paul

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From: Davies, Nigel [mailto:nigel.davies@uk.ngrid.com]
Sent: 05 May 2011 10:31
To: Teece, Paul
Cc: Krantz, Ronald D.
Subject: Asset Refresh Cycles

Paul,

We are currently working on our asset refresh policy within National Grid. Can you give us any advice on what HP would consider industry best practice for hardware refresh and system refresh lifecycles generally?

Regards,

Nigel Davies

Chief Enterprise Architect

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