Soulsby Server Room, Operational Practices
Access Protocol

The Soulsby Server Room is an unmanned secured facility that can only be accessed with the permission of University Information Services (UIS).

- Requests for access can be made two ways.
  - Online via www.uis.cam.ac.uk/soulsby-key
  - Phone
    - UIS Reception (01223 3)34600 for access 08.30-16.00 weekdays
    - WCDC Security on (01223 7)60100 for other times.

- You should give 4 hours prior notice.

- If you do require a member of UIS staff to accompany you, you must give at least 24 hours’ notice. UIS staff are available between 09.00-17.00 weekdays and subject to availability and workload.

UIS staff will confirm agreement (or not). Being an unmanned facility, lone working is actively discouraged.

If LONE WORKING can’t be avoided then please make security aware on 01223 331818 when you plan to be on-site (with an estimate of the time required to complete the task) and contact them when you leave.
Working on Data Equipment

The electrical systems within the Server Room are protected by MCB’s (Miniature Circuit Breaker). These have a higher fault tolerance to current overload than domestic types of electrical protection, therefore additional care must be taken when working with power in the Server Room.

All work on Data Equipment requiring the casing to be removed **MUST** be performed outside the Server Room in designated safe areas where appropriate electrical outlets are provided with RCBO (Residual Current Breaker with Overload) protection.

Equipment will need to be connected into 3-pin 13 amp outlets to ensure an adequate level of protection. Areas outside of the Server Room are provided for this activity.

Failure to abide by this practice is potentially harmful to individuals and could result in injury or possible death.

House Keeping and Welfare

**Cardboard should not be taken into the Server Room.** This introduces cardboard dust which clogs filters on cooling systems, leading to unnecessarily high temperatures which can lead to devices overheating. Cardboard dust is also flammable and thus a fire risk.

All persons using the facility must help keep it tidy and not allow rubbish to accumulate. Your rubbish should be taken with you when you leave.

Hazardous waste must be disposed of in accordance with the statutory requirements and it is the responsibility of the client or contractor.

All persons using the welfare facilities will be required to conduct and present themselves in an appropriate manner at all times.

Noise Levels

It is recommended that you use the ear protectors provided. These can be found in the front lobby.

If you have existing hearing problems you’d like to tell us about please email wcdc@uis.cam.ac.uk.
Emergency Procedures

The fire alarm system comprises of automatic detectors, manual break glass units and a fire suppression system in the Server Room.

All personnel should make themselves aware of the nearest emergency exit and escape route.

Should the fire alarm activate, evacuate building immediately and assemble on the other side of road at front of building. DO NOT attempt to re-enter the building until permission has been given by the fire officer.

Fire Suppressant Control Panel

This can be found in the lobby on the left to the door to the server room.

Before entering the server room turn the key to Manual Only.

After checking you’re the last person out of the server room, turn key to Auto & Manual.

Rear Door

For your own safety the rear door should be unlocked while you are working in the Server Room to allow alternative egress in an emergency.

Please remember to lock it before you leave.

Smoking Policy

Smoking is not permitted on the Soulsby site.

Accident

All accidents however trivial, must be detailed in an Accident Report Form. AR Forms are in the green First Aid cases located just inside the Server Room and in the corridor leading to the toilet. AR Forms will be reviewed by the UIS health and safety committee. Completed AR Forms need to go to UIS Reception.

Working at Height

Suitable equipment should be used for the task to be undertaken, the area should be cordoned off and suitable warning signs put in place and appropriate PPE worn. All personnel must have attended a current working at height course and be able to show a certificate of proof.
The nearest phones can be found in the second recess on the left in the corridor leading to the toilets.

**Contact List**

1. **Building Facilities (Power, water, cooling, structure etc)**  
   Email: repair-general@uis.cam.ac.uk  
   Make sure you quote SOULSBY in the email title  
   Tel: (01223 3)34444  
   Service hours: 08:30 – 17:00 (Mon – Fri)

2. **Hosting & Operations**  
   Email: wcdc@uis.cam.ac.uk  
   Tel: (01223 7)60105  
   Normal office hours

3. **Emergency Out Of Hours contact or Lone Working**  
   Tel: (01223 3)31818  
   The University Security Office has out of hours contact numbers for the key holders.