

# Data Center Remote Hands Pre-Visit Checklist

Use this worksheet before requesting an engineer visit to a UAE data centre. It helps the customer, facility, remote technical team and field engineer agree the task, authorization, evidence and stop conditions before anyone touches equipment.

| FACILITY / SITE         | CHANGE OR TICKET ID     |
|-------------------------|-------------------------|
|                         |                         |
| RACK / CAGE             | PLANNED DATE AND WINDOW |
|                         |                         |
| CUSTOMER TECHNICAL LEAD | FACILITY CONTACT        |
|                         |                         |

## 1. Define the task and ownership

- ☐ State the business outcome and the exact physical task required.
- ☐ Name the customer decision-maker, remote technical lead, facility contact and engineer contact.
- ☐ Identify which actions belong to the engineer, facility, carrier, hardware vendor or another specialist.
- ☐ Confirm whether this is remote hands, smart hands, project work or a separately quoted specialist task.
- ☐ Record the approved change ticket, service request or purchase reference.

## 2. Confirm access and authorization

- ☐ Verify the facility, building, cage, suite and rack location.
- ☐ Confirm engineer registration, identity documents, work-visit approval and escort requirements.
- ☐ Check maintenance-window, permit, induction, delivery and loading-bay requirements.
- ☐ Confirm which racks, devices, ports and areas the engineer may access.
- ☐ Record photography, video, serial-number and console-output restrictions.

## 3. Identify every asset and connection

- ☐ Provide rack elevation, rack-unit position, manufacturer, model, asset tag and serial number where permitted.
- ☐ Provide front and rear reference photographs when facility policy allows.
- ☐ List source and destination device names, interfaces, ports, cable IDs and cross-connect references.
- ☐ Confirm power feeds, PDU positions and redundancy labels before any authorized power action.
- ☐ Mark unknown, duplicate or unreliable labels as a stop condition requiring remote confirmation.

#### 4. Approve the method of procedure

- ☐ Write the steps in execution order, including pre-checks and checkpoints.
- ☐ State which steps require live approval from the remote technical lead.
- ☐ Define expected observations, acceptable results and how each result will be communicated.
- ☐ Document rollback steps, abort criteria and who has stop-work authority.
- ☐ Confirm the planned start, expected duration, hard stop and contingency window.

#### 5. Prepare tools, parts and logistics

- ☐ List required tools, testers, console adapters, optics, patch leads, labels and cleaning materials.
- ☐ Confirm compatibility of replacement parts, rails, transceivers, cables, firmware and vendor instructions.
- ☐ Verify shipment receipt, package location, collection authority and storage arrangements.
- ☐ Define custody and return instructions for failed parts, spares, removable media and packaging.
- ☐ Do not assume the facility or engineer carries a specific part or specialist tool unless confirmed.

#### 6. Set up remote coordination

- ☐ Create the bridge, call or messaging channel and test it before the maintenance window.
- ☐ Provide primary and backup contacts with time-zone-aware phone numbers.
- ☐ Keep passwords, private keys and unnecessary sensitive information out of tickets and messages.
- ☐ Agree the phrases used for pause, proceed, rollback and task completion.
- ☐ Define the escalation route if the facility, carrier, vendor or another specialist is needed.

## 7. Define testing and completion evidence

- ☐ Record pre-change status such as indicators, link state, alarms and observable cable condition.
- ☐ Specify post-change tests and who confirms application or service recovery remotely.
- ☐ List required photographs, serial records, port readings, timestamps and technician notes.
- ☐ Confirm what evidence may be stored, who may receive it and how long it should be retained.
- ☐ Require a handover summary covering completed steps, exceptions, remaining risks and follow-up owners.

## 8. Check the task boundary before work starts

- ☐ Pause if the observed rack, device, cable, power path or access condition differs from the approved scope.
- ☐ Leave building power, UPS, cooling, fire systems, facility security and provider-owned cross-connects to the authorized owner.
- ☐ Do not perform live electrical, data-destruction, forensic or licensed specialist work without separate authorization and evidence.
- ☐ Do not make unapproved configuration changes or use credentials beyond the agreed task.
- ☐ Escalate safety conflicts, warranty concerns, missing instructions or incompatible parts before proceeding.

### READY TO REQUEST THE VISIT

Send the facility, rack, asset list, objective, preferred window, access status, method of procedure and remote contact details. Do not send passwords or unnecessary sensitive data.

**Request a scope review at [dubaitech.ae/datacenter-remote-hands-dubai](https://dubaitech.ae/datacenter-remote-hands-dubai)**

Planning aid only. Facility rules, customer authorization, safety requirements, service agreement and applicable specialist or regulatory obligations take priority.