
**Information technology — Data centre
facilities and infrastructures —**

**Part 31:
Key performance indicators for
resilience**

*Technologie de l'information — Installation et infrastructures de
centres de traitement de données —*

Partie 31: Indicateurs clés de performance pour la résilience





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Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Terms and definitions.....	1
3.2 Symbols and abbreviated terms.....	6
3.2.1 Symbols.....	6
3.2.2 Abbreviated terms.....	7
4 Area of application	8
4.1 General.....	8
4.2 DCI service definition.....	8
5 Resilience considerations as part of the life cycle	9
5.1 Implementation in the design process.....	9
5.1.1 General.....	9
5.1.2 Phase 1 — Strategy.....	9
5.1.3 Phase 2 — Objectives.....	10
5.1.4 Phase 3 — System specifications.....	10
5.1.5 Phase 4 — Design proposal.....	10
5.1.6 Phase 6 — Functional design.....	10
5.1.7 Phase 8 — Final design and project plan.....	10
5.1.8 Phase 10 — Construction.....	11
5.1.9 Phase 11 — Operation.....	11
5.2 Documentation during operation.....	11
5.2.1 General.....	11
5.3 Documentation of resilience level.....	11
5.3.1 General.....	11
5.3.2 Requirements.....	12
5.4 Documentation of dependability.....	12
5.4.1 Requirements.....	12
5.4.2 Recommendations.....	12
5.5 Documentation of fault tolerance.....	12
5.5.1 Requirements.....	12
5.6 Documentation of availability tolerance.....	12
5.6.1 Requirements.....	12
5.6.2 Recommendations.....	13
6 Determination of KPIs for resilience	13
6.1 General.....	13
6.2 Structuring of the KPIs for resilience.....	13
6.2.1 General.....	13
6.2.2 KPIs.....	14
6.2.3 Failure rate.....	15
6.2.4 Metrics.....	15
6.3 Dependability.....	16
6.3.1 Provided KPIs.....	16
6.3.2 Reliability.....	17
6.3.3 Availability.....	18
6.3.4 Failure rate.....	19
6.4 Fault tolerance.....	20
6.4.1 General.....	20
6.4.2 Single point of failure (SPoF).....	20
6.4.3 Double point of failure (DPoF).....	20

6.5	Availability tolerance.....	21
6.5.1	General.....	21
6.5.2	Single point of reduced availability (SPoRA).....	21
6.5.3	Double point of reduced availability (DPoRA).....	21
6.6	Resilience level (RL).....	22
6.6.1	General.....	22
6.6.2	Operation at normal resilience level.....	22
6.6.3	Operation at reduced resilience level.....	23
6.7	Application to data centre infrastructures.....	24
6.7.1	Methodology and analysis considerations.....	24
6.7.2	Analysis process.....	25
6.7.3	Method of reliability block diagrams (RBD).....	26
6.7.4	Method of Failure Mode Effects and Criticality Analysis.....	26
Annex A (informative) Resilience analysis for DCIs.....		28
Annex B (informative) SPoF Analysis for DCIs.....		33
Annex C (informative) Resilience level analysis for DCIs.....		36
Annex D (informative) Example of Failure Mode Effects and Criticality Analysis.....		38
Annex E (informative) Interval of confidence.....		40
Bibliography.....		43

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 39, *Sustainability, IT and data centres*.

A list of all parts in the ISO/IEC 22237 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

The various parts of the ISO/IEC 22237 series reference four qualitative Availability Classes as well as structural definitions to categorize different designs. The documents also refer to resilience criteria in order to improve structural requirements for a qualitative approach.

In order to meet the requirements necessary for evaluating or comparing different designs or for validating service level agreements (SLAs) for data centres, this document introduces quantitative metrics as key performance indicators (KPIs). The proposed KPIs cover resilience attributes, including dependability and fault tolerance metrics. The characteristics of aging of infrastructures are covered by reliability criteria.

Through the use of KPIs, the comparison of designs, functional elements and components of infrastructure designs becomes possible. In addition, it is possible to optimize data centre infrastructures (DCI) with holistic targets. It is recommended to use the KPIs of this document in combination with the efficiency and sustainability KPIs of the ISO/IEC 30134 series.

ISO/IEC 22237-1:2021, Annex A, demonstrates that a single KPI, such as Availability, is not sufficient to describe the complexity of a DCI. In recognition, this document has been developed in order to compare and value different designs with different Availability Classes of DCIs based on a set of selected KPIs.

Furthermore, the document has been created to establish KPIs for resilience of DCIs with defined resilience levels. The resilience objectives can vary depending on the outcome of the ISO/IEC 22237-1 risk analysis, the end user information technology equipment (ITE) process criticality, and the data centre type of business.

Using the different stages of a data centre design process, this document describes in which phases the application of KPIs for resilience is appropriate. With its assistance, data centre designers, planners and operators will be supported in defining resilience levels, performing theoretical assessments and designing and operating DCIs which are able to meet SLAs.

Information technology — Data centre facilities and infrastructures —

Part 31: Key performance indicators for resilience

1 Scope

This document:

- a) defines metrics as key performance indicators (KPIs) for resilience, dependability, fault tolerance and availability tolerance for data centres;
- b) covers the data centre infrastructure (DCI) of power distribution and supply, and environmental control;
- c) can be referred to for covering further infrastructures, e.g. telecommunications cabling;
- d) defines the measurement and calculation of the KPIs and resilience levels (RLs);
- e) targets maintainability, recoverability and vulnerability;
- f) provides examples for calculating these KPIs for the purpose of analytical comparison of different DCIs.

This document does not apply to IT equipment, cloud services, software or business applications.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 22237-1, *Information technology — Data centre facilities and infrastructures — Part 1: General concepts*

ISO/IEC 22237-3, *Information technology — Data centre facilities and infrastructures — Part 3: Power distribution*

ISO/IEC 22237-4, *Information technology — Data centre facilities and infrastructures — Part 4: Environmental control*

ISO/IEC 30134-1, *Information technology — Data centres — Key performance indicators — Part 1: Overview and general requirements*

IEC 61078, *Reliability block diagrams*