

## Data Centre Jobs in Resilience and Risk Management

Data centres must be resilient to all kinds of risks, from severe weather to terrorist attack, because one of the primary functions of a data centre is to provide business continuity for their customers or the organisations they serve. This means that identifying, evaluating and mitigating potential risks are top priorities for operators. And there are plenty of risks – terrorism, cyber attack, accidental damage to cables, extreme weather incidents like heatwaves, electrical storms and flooding, staff



shortages, grid power failure, supply chain bottlenecks; the list is endless. Operators perform regular tests and drills to ensure that emergency systems and procedures are fit for purpose and work as expected. Most operators work to international standards and KPIs to demonstrate their readiness for a wide range of risks.

### Sample roles

- Operational Resilience Manager/ Director: Leads the risk management and resilience activity at a strategic and operational level either for a facility or an organisation
- Operational and Risk Assurance Manager: Demonstrates that processes and procedures meet relevant requirements and standards.
- Risk Assessment Consultant / Advisor: Usually an external advisor on risk management and delivering resilient operations and services.
- Operational and Resilience Risk Analyst: Identifies and evaluates different risks to the operation in terms of likelihood and severity, and the ability of the facility to respond effectively.
- Global Threat Analyst: Assesses and evaluates broader global threats, like geopolitical trends, climate change and radicalism.
- Operational Risk Auditor: Reviews processes and practices in the light of industry standards and metrics and assesses performance, if necessary identifying areas for improvement.

### Who is working in data centre Resilience and Risk Management?

Hi, my name's Amber Villegas – Williamson and I work as a Senior Consultant for Uptime Institute. My job is to look through client data centre designs and check for any possible single points of failure, ensure they have calculated capacities so that the site can continue to operate even at the extreme recorded conditions for the data centre location. Additionally, I also look at any areas where they can improve operations and lower operating risks, from making labelling easier to follow for the onsite operations team to ensuring they have considered how they will remove equipment in the future. The data centre sector is incredibly interesting, with so many things to learn each day and people who are always trying to find innovative ways to solve problems and tackle challenges such as climate change, one data centre design at a time. Outside work I am an avid PokemonGo player, mainly because my job also consists of me walking loads so by default I'm always collecting points and because I travel for work I can always pick up "Gifts" (PokemonGo equivalent of postcards) to send to family and friends I play with.

