

# 'Data Center is more than the regulatory requirements'

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The heartbeat of any organization is in the data center. To provide IT services within or outside the enterprise, support service structure should be defined with sufficient logistic and state of art technology setup. Without a standard Data Center Infrastructure it is not possible to render proper IT Support. Hence The Data Center is home to the computational power, storage, and applications necessary to support an enterprise business; it contributes in revenue making

as the productivity of employee is increased due to support availability from a single location. So commercial banks of Bangladesh are guided by Bangladesh Bank to implement a Data Center to operate their IT Solutions. Recently, National Credit and Commerce Bank Limited (NCCBL), one of the leading private commercial bank of our country, is inaugurated their Data Center to obtain unhindered IT operation. NCCBL is followed Bangladesh Bank ICT guideline and implement each compliance of Tier 1 stan-

dard. Simultaneously, the Data Center is based on Uptime Institutes' Tier II design concept, which is ranked as world standard. Mr. Tapan Kanti Sarkar, the Head of IT and Card Division, is made the entire strategic plan to introduce an "effective" IT operation, which will streamline NCCBL as an example of banking automation in this locality. Mr. Sarkar obtained his masters from Dhaka University and MS in Computer Science from USA. He got twenty-seven years of professional experience - a career spanning from multi-national company to financial sector as Technical and Solution Architect.

He is expert in strategic planning for strengthening efficient IT management based on defined organization structures and management of appropriate IT solutions to derive expected quantifiable benefits. He has versatile practical experience in IT Project Management, IT Infrastructure Development, and implementing IT solutions interfaced with various delivery channels complying with IT policy across the enterprise.

Weekend Plus recently interviewed Mr. Sarkar Excerpts from a conversation.

Weekend Plus (WP): Does a "Data Center" just like to fulfill regulatory compliances?

Tapan Sarkar(TS): Yes, having a standard Data Center is a regulatory requirement, which was standardized by Bangladesh Bank as Tier 1, Tier 2 and Tier 3. Among the above, Tier 1 is described as centralized IT Organization Structure. Over the last few years, Bangladesh Bank is very much strict about to automation in the financial sector for improving productivity, enhancing business process and accelerating change. Recently every com-

mercial bank of Bangladesh is trying to implement an integrated banking system so that they can compliance with regulatory body as well as survive in the current market completion

To sustain such mission critical technology based business solution we must rely on data center, which helps us to effectively create, collaborate and interact. You can say that the heartbeat of any organization is in the data center. It is the strategic focuses of IT efforts to protect optimizes and grow the business.

So from my point of view Data Center is more than the regulatory requirements.

WP: Do you think that NCCBL Data Center is maintaining standards?

TS: Certainly, probably we are the third private commercial bank complained with Bangladesh Bank defined Tier 1 Data Center. At the same time we designed our data center as per international standard; we followed and implemented Tier II design concept of Uptime Institute.

WP: Is it same as "Bangladesh Barfk ICT Guideline" standard?

TS: No, Bangladesh Bank categorized as Tier 1, Tier 2 and Tier 3 based on IT Operation Structure of a particular financial institute, but Uptime Institutes' standardizations is according to Physical Infrastructure Facilities.

WS: Can we consider NCCBL data center different from other data center?

TS: To build a standard and reliable Data Center with all logistic and support facilities you have to have sufficient work space. Here, for some unavoidable constraints we have designed our data center in a mini-place, only 3300 sq. ft. that is smallest space among the three data center I have mentioned earlier. But



Tapan Kanti Sarkar

in this space we have incorporated all the standards require for a complete Data Center. So in this sense, our data center must different than others.

In addition we have implemented Blade Server Solution, which has reduced our power requirement, heating generation, and cooling necessity thus it is completely an "Energy Efficiency" Data Center with less space. We are implemented server virtualization, redundant communication devices and connectivity to ensure high availability of our data center. World standard "Structured Networking" makes

our data center more reliable in providing optimum data communication through out the country.

WP: What are the constraints you facing in your efforts to build such Data Center?

TS: To select a Data Center location is a big challenge as it is difficult to find any location in the Motijheel Commercial Area having standard power design and cabling. Power Crisis is also a know issue in our country. It is also a difficult job to find out a vendor to complete the Data Center Work properly. In our country "Data Center" is completely a new concept

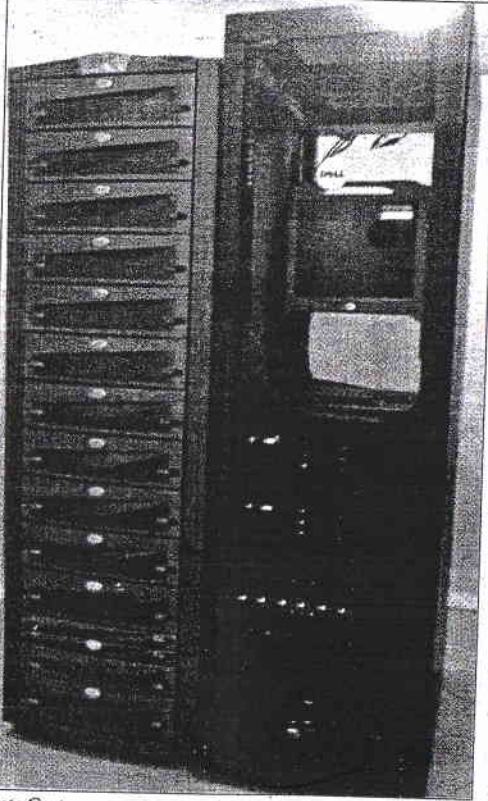
regarding IT Service Management. So it is difficult to IT professional to convince top management about to consider data center as the heart of organization and approve sufficient budget. But finally our management and the Honorable board of Directors have realized the necessity of having a reliable Data Center and help me a lot in each step. I am really grateful to them for their prompt help.

WP: Which issues do you think are most critical in the operation of Data Center?

TS: Typically, Data Center operation is most critical and troublesome job in the IT Op-

eration. You have to have so much awareness about each components of data center such as small power socket, to your big one generator, everything. You never ignore even a single component for strong inter-dependency among them. Also, you have to have a close surveillance about the power efficiency, heating and cooling control capacity.

Apart from these facilitating components some management issues also need to be considered seriously, such as-compliance, data accessibility, security, disaster recovery and change management.



Data Centre