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Information technology — Data centre facilities and infrastructures

Part 31:
Key performance indicators for Resilience resilience

DTSFDIS stage

~~*To help you, this guide on writing standards was produced by the ISO/TMB and is available at https://www.iso.org/iso/how-to-write-standards.pdf*~~

~~*A model manuscript of a draft International Standard (known as "The Rice Model") is available at https://www.iso.org/iso/model_document-rice_model.pdf*~~

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: + 41 22 749 01 11
EmailE-mail: copyright@iso.org
Website: www.iso.orgwww.iso.org

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documentsdocument should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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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 websiteand 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.htmlwww.iso.org/members.html and www.iec.ch/national-committees.

Introduction

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

In order to meet the requirements necessary ~~to evaluate/compare~~for evaluating or comparing different designs or to validate ~~Service Level Agreements~~service level agreements (SLAs) for data centres, this document introduces quantitative metrics as key performance indicators (KPIs~~) are introduced in this document.~~). The proposed KPIs cover ~~Resilience~~resilience attributes, including ~~Dependability~~dependability and ~~Fault Tolerance~~fault tolerance metrics. ~~Furthermore, the~~The characteristics of aging of infrastructures are covered by ~~the Reliability~~reliability criteria.

Through the use of KPIs, the comparison of designs, functional elements~~,~~ and components of infrastructure designs ~~become~~becomes possible. In addition, it is possible to ~~optimise Data Centre Infrastructures~~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.

~~Annex A of~~ ISO/IEC 22237-1 ~~proves~~: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~~resilience of ~~data centre infrastructures~~DCIs with defined ~~Resilience Levels. Depending~~resilience levels. The resilience objectives can vary depending on the outcome of the ~~risk analysis of~~ ISO/IEC 22237-1 risk analysis, the end user ~~Information Technology Equipment~~information technology equipment (ITE) process criticality, and the data centre type of business~~, the resilience objectives can vary.~~.

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

Information technology — Data centre facilities and infrastructures

Part 31: Key performance indicators for ~~Resilience~~resilience

1 Scope

This document:

a) defines metrics as key performance indicators (KPIs) for ~~Resilience, as well as of Dependability, Fault Tolerance,~~resilience, dependability, fault tolerance and ~~Availability Tolerance~~availability tolerance for data centres;

b) covers the ~~Data Centre Infrastructure~~data centre infrastructure (DCI) of power distribution and supply, and environmental control;

c) can be referred to for covering further infrastructures, ~~as~~ e.g. telecommunications cabling;

d) defines the measurement and calculation of the KPIs and ~~Resilience Levels (RL~~resilience levels (RLs);

e) targets maintainability, recoverability, and vulnerability;

f) provides examples ~~on~~for calculating these KPIs for the purpose of analytical comparison of different DCIs.

This document does not ~~cover~~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 22237-5, Information technology - Data centre facilities and infrastructures - Part 5: Telecommunications cabling infrastructure~~

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

IEC 61078, *Reliability block diagrams*

3 Terms and definitions

3.1 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 22237-1, ISO/IEC 22237-3, ISO/IEC 22237-4 and the following apply.

ISO and IEC maintain ~~terminological~~terminology databases for use in standardization at the following addresses:

~~— — IEC Electropedia: available at https://www.electropedia.org/~~

— ~~—~~ISO Online browsing platform: available at ~~https://www.iso.org/obp~~https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1.1
availability
ability to be in a state to perform as required

[SOURCE: IEC 60050-192:2015, 192-01-23~~—~~, modified~~:~~ — Notes 1 and 2 to entry have been deleted~~.~~]

3.1.2
availability tolerance
ability to be in a state to perform as required with certain *failures* ~~(3.1.7)~~(3.1.8) present

3.1.3
dependability
ability to perform as and when required

Note~~ ~~1~~ ~~to~~ ~~entry:~~ ~~In this document, the term is used for the determination of data centre *reliability*~~,~~ (3.1.28), *availability*~~,~~ (3.1.1) and *failure rate* (3.1.9).

[SOURCE: IEC 60050-192~~-~~,:2015, 192-01-22~~—~~, modified~~:~~ — Notes 1 and 2 to entry have been replaced by a new Note 1 to entry~~.~~]

3.1.4
double point of failure
DPoF
combination of two functional elements whose simultaneous *failures* ~~(3.1.8) causes~~(3.1.8) cause overall system *fault* ~~(3.1.9)~~

~~[~~(3.1.10)[SOURCE: IET, Journal of Engineering, Vol. 2019 Iss. 12, 99. 8419-8427 ~~[1]]~~][1]

3.1.5
double point of reduced availability
DPoRA
combination of two functional elements whose simultaneous *failures* ~~(3.1.8) results~~(3.1.8) result in the violation of the *service level agreement*

~~[~~ *(SLA)* (3.1.30)[SOURCE: IET, Journal of Engineering, Vol. 2019 Iss. 12, 99. 8419-8427 ~~[1]]~~][1]

3.1.6

down state

state of being unable to perform as required, due to *failures* ~~(3.1.8)~~(3.1.8) or *faults* ~~(3.9.10)~~(3.1.10)

Note 1 to entry: The state can be related to failures of items or faults at a specified ~~Operation Point.~~*operation point (OP)* (3.1.21).

[SOURCE: IEC 60050-192~~,~~:2015, 192-02-20]

3.1.7
event
something that happens and leads to one or more *failures* ~~(3.1.8)~~(3.1.8) or *faults* ~~(3.1.10).~~(3.1.10)

3.1.8
failure~~,~~
<of an item>
loss of ability to perform as required

Note 1 to entry: In this context it is irrelevant if ~~its~~the cause was planned or unplanned.

[SOURCE: IEC 60050-192:2015, 192-03-01~~—~~, modified~~:~~ — Notes 1 to 3 to entry have been replaced by Note 1 to entry~~].~~]

3.1.9
failure rate
limit of the ratio of the conditional probability that the instant of time, ~~***T***~~*T*, of a *failure* (3.1.8) of a product falls within a given *time interval* ~~(***t, t + Δt***~~(3.1.35) (*t, t* + Δ*t*) and the duration of this interval, ~~***Δt***~~Δ*t*, when ~~***Δt***~~Δ*t* tends towards zero, given that the item is in an *up state* (3.1.36) at the start of the time interval

[SOURCE: IEC 60050-192:2015, 821-12-21]

3.1.10
fault
inability to perform as required, due to an internal state

Note 1 to entry: Opposite of success~~, in~~. In the context of the expected ~~Resilience Level~~*resilience level (RL~~),~~)* (3.1.26), at a specified *operation point (OP~~.~~)* (3.1.21).

[SOURCE: IEC 60050-192:2015, 192-04-01]

3.1.11
fault tolerance
ability to continue functioning with certain *faults* (3.1.10) present

[SOURCE: IEC 60050-192:2015, 192-10-09]

3.1.12
information technology equipment
ITE
equipment providing data storage, processing~~,~~ and transport services together with equipment dedicated to providing direct connection to core and/or access networks

3.1.13
infrastructure
technical systems providing the functional capability of the data centre

Note 1 to entry: Examples are power distribution, environmental control, telecommunications cabling, physical security

[SOURCE: ISO/IEC 22237-1:2021, 3.1.21], modified — "telecommunications cabling" has been added to the list in Note 1 to entry.]

3.1.14
inherent availability
availability (3.1.1)(3.1.1) provided by the design under ideal conditions of operation and maintenance

[SOURCE: IEC 60050-192:2015, 192-08-02]

3.1.15
mean down time
MDT
average downtime caused by scheduled and unscheduled maintenance, including any logistics time (expectations including detection time, diagnostic time, spare part delivery time, repair time)

[SOURCE: IEEE Std. 493-2007]

3.1.16
mean operating time between failures
MTBF
expectation of the duration of the operating time between *failures* (3.1.8)(3.1.8)

Note 1 to entry: Mean operating time between failures should only be applied to repairable items. For non-repairable items, see *mean operating time to failure*. (3.1.17).

Note 2 to entry: The term "mean time between failures" (MTBF) is used synonymously in this document.

[SOURCE: IEC 60050-192:2015, 192-05-13]

3.1.17
mean operating time to failure
expectation of the operating time to *failure* (3.1.8)(3.1.8)

Note 1 to entry: In the case of non-repairable items with an exponential distribution of operating times to failure (, i.e. a constant *failure rate*) (3.1.9), the ~~MTTF~~mean operating time to failure is numerically equal to the reciprocal of the failure rate. This is also true for repairable items if after restoration they can be considered to be "as-good-as-new".

Note 2 to entry: The term "mean time to failures" (MTTF) is used synonymously in this document.

[SOURCE: IEC 60050-192:2015, 192-05-11]

3.1.18
mean time between maintenance
MTBM
average time between all maintenance *events*, (3.1.7), scheduled and unscheduled, and also includes any associated logistics time

[SOURCE: IEEE Std. 493-2007]

3.1.19
mean time to restoration
mean time to replace or repair a failed component

Note 1 to entry: Logistics time associated with the repair, such as parts acquisitions, or crew mobilization, are not included.

[SOURCE: IEEE Std. 493-2007]

3.1.20
normal resilience level
NRL
resilience level (3.1.26) mandatory during nominal operation

3.1.21
operation point
OP
point of reference for which calculation of *resilience level* (3.1.26) is performed

Note 1 to entry: This can be an individual *socket* (3.1.33) taking into account the entire data centre infrastructure (DCI) or certain defined parts of the *infrastructure*~~; the~~ (3.1.13). The documentation of the referenced ~~Operation Point~~operation point (OP) is required for any key performance indicator (KPI~~.~~).

3.1.22
operational availability
availability (3.1.1) experienced under actual conditions of operation and maintenance

[SOURCE: IEC 60050-192:2015, 192-08-03~~—~~, modified~~:~~ — Note 1 to entry has been deleted~~].~~]

3.1.23
past availability
availability ~~(3.1.1)~~(3.1.1) measured during a period of 1 year

Note 1 to entry: For the purposes of this document, 1 year equals 8 760 hours.

3.1.24
reduced resilience level
RRL
resilience level (3.1.26) mandatory during reduced operation in case of one or more *failures* ~~(3.1.8)~~(3.1.8)

3.1.25
resilience
ability to withstand and reduce the magnitude and~~/~~/or duration of disruptive *events*~~,~~ (3.1.7), including the capability to anticipate, absorb, adapt to, and~~/~~/or rapidly recover from such an event

[SOURCE: IEEE Task Force on Definition and Quantification of Resilience, PES-TR65:2018-04~~, [2]~~][2]

3.1.26
resilience level
enumeration of attributes for the determination of *resilience* (3.1.25) aspects of a defined service at a defined *operation point (OP* ~~(3.1.21)~~*)* (3.1.21)

3.1.27
redundancy
<in a system> provision of more than one means for performing a function

Note 1 to entry: In a data centre, redundancy can be achieved by duplication of devices, functional elements, and/or supply paths.

[SOURCE: IEC 60050-192:2015, 192-10-02~~—~~, modified~~:~~ — Note 1 to entry has been replaced by a new Note 1 to entry~~].~~]