

TIA TR-60: ICT LIFECYCLE MANAGEMENT



INDUSTRY-DRIVEN STANDARDS FOR REDUCING COST AND RISK

The ICT industry is challenged with improving control and having confidence in managing constant change within ICT infrastructure. Much of this challenge is due to limited visibility, overlapping lifecycles, and potential risk across various legacy and modern systems that operate via siloed sites, organizational teams, and service providers using dissimilar practices. The result is time-consuming, inefficient, and error-prone technology deployments that often exceed expected cost, impede business continuity, and delay digital transformation.

Enterprise ICT environments are becoming increasingly complex. Technologies such as IoT/IIoT, edge computing, cloud computing, and smart buildings continue to advance amidst evolving business practices, constant staff and supplier changes, and heightened risk of cyberattack and disaster. Managing ICT infrastructure is therefore becoming more complicated and challenging than ever before for all enterprise organizations.

The TR-60 ICT Lifecycle Management standard will provide common processes and procedures that can be followed across organizational teams and their technology partners—from IT, data center, and facilities managers, to integrators, contractors, and service providers. This standard will provide organizations with control and transparency and create a culture for achieving excellence.

TIA IS LEADING THE WAY

The Trusted Industry Association for the Connected World

As both a standards and trade association that with its more than 400 members around the world has developed over 3,600 ICT industry standards, TIA is uniquely qualified to address the need for improving ICT infrastructure management. To that end, work has begun within TIA's TR-60 ICT Lifecycle Management Committee to develop the first-ever suite of management standards that will provide a common framework for anyone involved in managing complex ICT infrastructure in public and private cloud and enterprise data centers, LANs, facilities, and campus environments.

The ICT Lifecycle Management standard will:

- Ensure adequate resources, expertise, documentation, and knowledge transfer to improve productivity and efficiency in managing increasingly-complex ICT infrastructure
- Enable fast, flexible, and secure implementation of new technologies to deliver maximum value and enable rapid digital transformation with reduced risk
- Enhance transparency, coordination, and decision making to eliminate costly duplication and inconsistencies across distributed and multi-site organizational teams
- Establish clear, unambiguous management and control requirements for all internal and external stakeholders and third-party service providers
- Enable targeted planning and investment to support ICT infrastructure change that reduces risk and capital and operational expenditure

Addressing All Aspects of Managing ICT Infrastructure

TIA's TR-60 ICT Lifecycle Management Committee has identified six key Practice Areas that relate to all aspects of managing the lifecycle of ICT infrastructure, including technology, governance, security, logistics, procurement, and human resources. These Practice Areas are addressed throughout each Process Area of ICT infrastructure management, from planning, information management, and design, to implementation, and operations. This will result in the eventual development of 30 management standards as shown in the landscape below. A Technical Service Bulletin (TSB) will also be developed as a foundational document to guide the landscape and provide valuable background information.

Practice Areas		Process Areas				
		A	B	C	D	E
		Planning	Information Management	Design	Implementation	Operations
60.1	Technology	60.1.A	60.1.B	60.1.C	60.1.D	60.1.E
60.2	Governance	60.2.A	60.2.B	60.2.C	60.2.D	60.2.E
60.3	Security	60.3.A	60.3.B	60.3.C	60.3.D	60.3.E
60.4	Logistics	60.4.A	60.4.B	60.4.C	60.4.D	60.4.E
60.5	Procurement	60.5.A	60.5.B	60.5.C	60.5.D	60.5.E
60.6	Human Resources	60.6.A	60.6.B	60.6.C	60.6.D	60.6.E

Paving the Way for the Standard

TR-60 has developed a roadmap with phases to effectively carry out this substantial effort. Phase 1 focuses on the development of the TSB and the 60.1.B Technology Information Management standard that are slated for release in 2022. The 60.1.B standard will provide guidance on administering and maintaining the technology information needed to effectively manage ICT infrastructure. This will include ensuring consistent, comprehensive, and updated documentation on all ICT infrastructure assets, components and configurations that can be leveraged across multiple teams, tasks, and workflows.

Phase 2 will focus on managing governance information (60.2.B) and security information (60.3.B), followed by Phase 3 that will cover managing technology during the planning, design, implementation, and operations processes (i.e., 60.1.A, 60.1.C, 60.1.D, and 60.1.E). The TR-60 Steering Committee will develop future roadmaps for additional phases that address subsequent practices in each of the process areas.

GET INVOLVED

As technology continues to advance, businesses can no longer afford the time, cost, and risk of inefficient and inconsistent ICT infrastructure management that impedes progress and prohibits digital transformation. The time is now for an ICT Lifecycle Management standard.

Enterprise organizations across all vertical markets and government agencies, as well as their technology partners and customers, will benefit from improved productivity and efficiency and lower cost and risk that comes with common processes and procedures for managing complex ICT infrastructure. The ICT Lifecycle Management standard will also help eliminate confusion and inconsistencies in the market by providing a common framework for anyone involved in managing diverse ICT infrastructure to thrive in their careers, business, and partnerships—from IT, data center, and facilities managers, to integrators, contractors, and service providers.

If you are interested in joining the TR-60 ICT Lifecycle Management Committee to participate in developing this vital management standard, please contact us at standards@tiaonline.org

For more information about TIA's Data Center Program, visit: <https://tiaonline.org/committee/tr-60-ict-lifecycle-management>