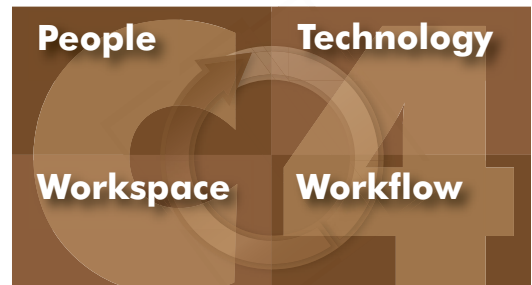


# high performance console questionnaire

ensuring the exact solution for your environment

In mission-critical environments each facility and its requirements are different. Here are a set of questions encompassing each of the four dimensions that will need to be answered. For assistance, contact Wright Line at 800.225.7348 or Email: [info@wrightline.com](mailto:info@wrightline.com).



## People

Each of the following factors needs to be considered to determine size, shape, ergonomics, aesthetic form, fit, function, durability and overall design/configuration.

### User Demographics

Who will be coming into contact with the console during the course of operations (operators, managers, supervisors, facilities personnel, IT and other technical support staff)?

What are relevant anthropometric characteristics (height, weight, etc.) of the user groups? (These are necessary when designing an ergonomically correct console specific to the operation.)

### Work Shifts

What is the length and frequency of each person's "work day"?

How are holidays and weekends staffed?

Is this different than weekdays?    Yes    No

Do shifts overlap?    Yes    No

How do critical events impact a work shift?

### Facility Conditions

How do people access the facility?

Are ADA requirements met?    Yes    No

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# high performance console questionnaire, continued

## People

### Access to Technology

Who has access/authorization and to what equipment and technology do they have access/authorization?

Are there any authorization variables or restrictions to hardware versus cabling? Yes No

What are they?

### Organizational Culture/Structure/Hierarchy

What is the hierarchal structure of the organization?

What are the co-dependencies and interactions with other people, work groups, departments or agencies within the organization?

What is the organizational process versus work-arounds?

## Technology

The following information on the technology being used in the environment must be understood in order to design to high-performance standards.

**Describe the technology portfolio – purpose, quantity, type/style, size, electrical/technical specifications.**

Computers

Monitors

Keyboards and Mice

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# high performance console questionnaire, continued

## Technology

Electronic equipment (radios, controllers, any electronic gear which may be located or connected to the console)

Voice/audio/digital devices – phones, headsets, microphones, etc.

Power equipment – UPS, power transfer switches, surge protection

### **Describe the operation of the technology.**

How and in what combination(s) is it used?

Is it all used at the same time, normal versus critical events?

### **Describe other “soft” objects, such as reference materials, binders, etc., that are present and used in the operations.**

For each soft reference, describe the location and mounting requirements.

### **How is the technology used and accessed by all parties – operators, IT staff, system integrators, etc.**

#### **Describe in these terms:**

- Active – If it is used regularly during a shift
- Random – If it is used occasionally, but at least once, during any shift
- Infrequent – If it is seldom used, but necessary to the overall operation
- Event Critical – This refers to technology that will transition from Infrequent to Active when mission-critical events occur.

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# high performance console questionnaire, continued

## Technology

### Describe utility accessibility.

Where are building connections for power, data and voice?

Where are individual room connections?

Are there separate house and UPS circuits?    Yes    No

## Work Space

In order for the physical attributes of the empty space and its access points to be understood in proper context, the following questions need to be answered.

### Construction State

New construction?    Yes    No

Interior redesign and/or build-out?    Yes    No

Existing interior?    Yes    No

What are the local codes and standards?

Constraints?

What certifications are being sought or required?

Is the building occupant/owner seeking Leadership in Energy and Environmental Design (LEED) certification by the U.S. Green Building Council (USGBC)?    Yes    No

What are the primary physical boundaries of the space?

What is the square foot dimension of the space that will house the command and control center?

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# high performance console questionnaire, continued

## Work Space

What are the primary and secondary access points?

Describe doors or windows in the space.

What are the support structures?

What physical barriers are present?

Describe columns or other structural objects?

What kinds of facility management objects are present?

Where are light switches, electrical outlets and thermostats located?

Note fire extinguishers, exit signs, building map  
("you are here") locations?

What other physical objects occupy wall space?

Where are utility rooms, access points, network/wiring closets and  
other building infrastructure systems located?

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# high performance console questionnaire, continued

## Work Space

What is the "Construction of Planning" process?

What stage is it in?

Based on the project time line can plans be altered?    Yes    No

## Work Flow

Work flow can be examined in the context of input-process-output. It is necessary to understand in relation to people and infrastructure – how the work flows during times of normal operations and crisis management operations.

### Input:

What forms do the various tools used in the work flow take (i.e. physical paper, electronic data, etc.)?

How is it delivered/accessed (mail, email, phone call, hand delivered etc.)?

How often is it delivered?

Is timing critical?    Yes    No

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# high performance console questionnaire, cont.

## Work Flow

### Process:

How is it processed?

What tools or reference materials are required and are they within reach?

Does one need all the tools, all the time?    Yes    No  
Can the tools be stored and easily accessed?    Yes    No  
Is someone or some other thing needed to process it?    Yes    No  
What are timing expectations or service levels associated with processing the inputs?

### Output:

What form is the output?

To whom or what is the output sent?

How often is the output sent?

Is it sent in all instances?    Yes    No  
Is an archive/back-up required    Yes    No

## Next Steps

You can either print or fill out this form on your computer. For your convenience, you can save and forward to your colleagues or send directly to your Wright Line Sales Representative.

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