



# INFORME DE GESTIÓN SEPTIEMBRE 2024

TIVIT.COM



**DNP**

Departamento  
Nacional  
de Planeación

# Capa

|                                                                                   |                      |                                 |                   |
|-----------------------------------------------------------------------------------|----------------------|---------------------------------|-------------------|
|  | FORMULARIO           | Código                          | Revisión          |
|                                                                                   |                      | GTL-FOR-006-003                 | 1                 |
|                                                                                   | INFORME DE SERVICIOS | Clasificación de la Información | Página            |
|                                                                                   |                      | Sectorial                       | Ver pie de página |

# CONTENIDO

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1. Data Center
2. ANS
3. Comercial





# DATA CENTER

# Data Center

## 1. Disponibilidad

Disponibilidad de energía TIVIT SERVICIOS: 100%

TIVIT:

- PDU 1A: 100%;
- PDU 1B: 100%;
- PDU 2A: 100%;
- PDU 2B: 100%;
- PDU 3A: 100%;
- PDU 3B: 100%;
- PDU 5A: 100%;
- PDU 5B: 100%;
- PDU 6A: 100%;
- PDU 6B: 100%;

## 2. Consumo de energía eléctrica

### 2.1 PUE (Eficacia uso de energía)

- PUE: 1,72
- DCIE: 57,98 %
- EFIC. CLIMATIZACION: 47,91 %

# Data Center

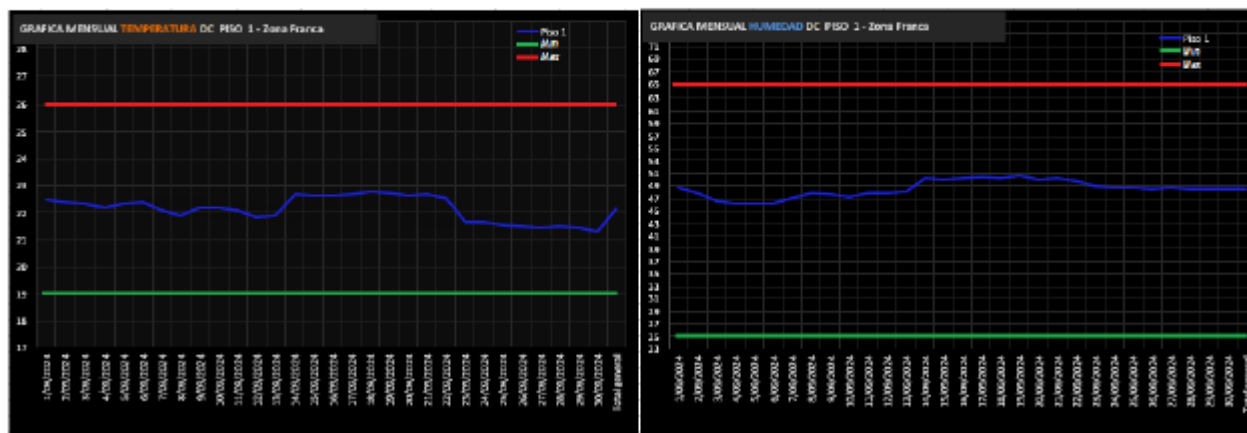
## 2.2 Consumo TIVIT Servicios

| Elemento PEP TIVIT | Elemento PEP Takoda | Cliente                                    | Receita | Volume m <sup>2</sup><br>CSC_900009 | Volume KVA<br>(CSC_900038) | Volume de Racks |
|--------------------|---------------------|--------------------------------------------|---------|-------------------------------------|----------------------------|-----------------|
| CO-00460-01        | 0040003392-01       | ADECCO SERVICIOS COLOMBIA S.A.             | TIVIT   | 0,35                                | 0,7                        | 0,2             |
| CO-01283-01        | 0040003392-01       | AXURE TECHNOLOGIES                         | TIVIT   | 1,68                                | 4,5                        | 1,0             |
| CO-00463-01        | 0040003392-01       | BANKVISION SOFTWARE LTDA                   | TIVIT   | 0,93                                | 2,5                        | 0,6             |
| CO-01231-01        | 0040003392-01       | BLOOMBERG                                  | TIVIT   | 11,64                               | 18,3                       | 4,1             |
| CO-00970-01        | 0040003392-01       | CENS - HOSTING CIMA                        | TIVIT   | 0,21                                | 0,6                        | 0,1             |
| CO-00467-01        | 0040003392-01       | CERTICAMARA S.A.                           | TIVIT   | 1,03                                | 5,3                        | 1,2             |
| CO-01236-01        | 0040003392-01       | CLINICA DEL COUNTRY                        | TIVIT   | 3,18                                | 9,0                        | 2,0             |
| CO-01247-01        | 0040003392-01       | COLMEDICA                                  | TIVIT   | 5,01                                | 14,0                       | 3,1             |
|                    | 0040003392-01       | COMISION REGULADORA DE AGUA                | TIVIT   | 0,5                                 | 1,4                        | 0,3             |
|                    | 0040003392-01       | DIVEMOTOR COLOMBIA S.A                     | TIVIT   | 0,64                                | 1,8                        | 0,4             |
|                    | 0040003392-01       | DEPARTAMENTO NACIONAL DE PLANEACION (DNP)  | TIVIT   | 6,36                                | 18,0                       | 4,0             |
| CO-00869-01        | 0040003392-01       | ETB S.A . E.S.P. - COLOCATION              | TIVIT   | 2,23                                | 4,5                        | 1,0             |
| CO-00856-01        | 0040003392-01       | FARMASANITAS - CRUZ VERDE                  | TIVIT   | 0,46                                | 1,2                        | 0,3             |
| CO-00713-01        | 0040003392-01       | INASSA - AMERICA TI                        | TIVIT   | 0,42                                | 1,1                        | 0,3             |
| CO-00897-01        | 0040003392-01       | INSTITUTO NACIONAL CANCEROLOGICO           | TIVIT   | 0,53                                | 1,4                        | 0,3             |
| CO-00945-01        | 0040003392-01       | IQ OUTSOURCING                             | TIVIT   | 0,10                                | 0,2                        | 0,0             |
| CO-00890-01        | 0040003392-01       | ISAGEN HOSTING DRP                         | TIVIT   | 3,54                                | 9,8                        | 2,2             |
| CO-00949-01        | 0040003392-01       | IST (Integral de Servicios Técnicos)       | TIVIT   | 0,05                                | 0,1                        | 0,0             |
| CO-01274-02        | 0040003392-01       | MEDIA COMMERCE                             | TIVIT   | 0,05                                | 0,1                        | 0,0             |
| CO-00772-01        | 0040003392-01       | NUEVA EPS S.A.                             | TIVIT   | 3,69                                | 10,1                       | 2,2             |
| CO-00725-01        | 0040003392-01       | PLASTILENE SA                              | TIVIT   | 1,68                                | 4,5                        | 1,0             |
| CO-00870-01        | 0040003392-01       | REFINERIA DE CARTAGENA-REFICAR             | TIVIT   | 1,18                                | 3,1                        | 0,7             |
| 0040003392-01      | 0040003392-01       | TIVIT - LEAP (ONE CLOUD)                   | TIVIT   | 18,43                               | 15,4                       | 9,4             |
| 0040003392-01      | 0040003392-01       | TIVIT - Virtualización                     | TIVIT   | 3,36                                | 9,0                        | 2,0             |
| 0040003392-01      | 0040003392-01       | TIVIT-ALMACENAMIENTOS Y RESPALDOS          | TIVIT   | 13,90                               | 35,0                       | 9,8             |
| 4330200219         | 0040003392-01       | TIVIT-BASE DE DATOS                        | TIVIT   | 0,08                                | 0,2                        | 0,0             |
| 4320100111         | 0040003392-01       | TIVIT-INFRAESTRUCTURA                      | TIVIT   | 4,52                                | 13,1                       | 3,1             |
| 0040003392-01      | 0040003392-01       | TIVIT-REDES Y SEGURIDAD                    | TIVIT   | 13,91                               | 32,0                       | 8,0             |
| 4330200211         | 0040003392-01       | TIVIT-SISTEMAS OPERATIVOS                  | TIVIT   | 7,55                                | 22,1                       | 4,9             |
| 0040003392-01      | 0040003392-01       | TIVIT-TELFONIA CL 85                       | TIVIT   | 0,77                                | 4,5                        | 1,0             |
| CO-00868-01        | 0040003392-01       | TV AZTECA COMUNICACIONES                   | TIVIT   | 0,10                                | 0,2                        | 0,05            |
| CO-00497-01        | 0040003392-01       | UNE EPM TELECOMUNICACIONES S.A. COLOCATION | TIVIT   | 2,23                                | 4,5                        | 1,0             |
| CO-00859-01        | 0040003392-01       | UNIVERSIDAD EXTERNADO                      | TIVIT   | 1,59                                | 0,0                        | 1,0             |
| CO-00866-01        | 0040003392-01       | ZONA FRANCA PALMA SECA S.A.                | TIVIT   | 0,08                                | 0,2                        | 0,0             |
| CO-01035-02        | 0040003392-01       | ZURICH                                     | TIVIT   | 4,77                                | 13,5                       | 3,0             |
|                    |                     | <b>TOTAL</b>                               |         | 116,74                              | 261,95                     | 68,23           |

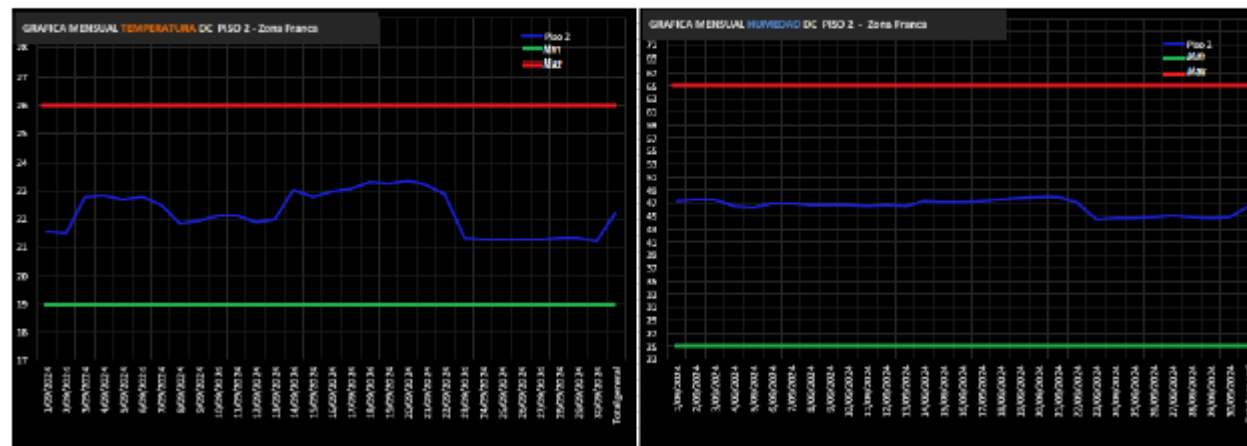
# Data Center

## 3. Monitoreo de temperatura y humedad

### 3.1 Piso 1



### 3.2 Piso 2





# Data Center

## 4. Tanques de almacenamiento de diésel

Tanques Principales (2): 6.400 galones en total (30 septiembre).  
Tanques de diario (3): 600 galones en total.

## 5. Seguridad – Incidentes relacionados TIVIT Servicios

No hay eventos de seguridad en el área de servidores en el Data Center.

## 6. CCTV (Circuito cerrado de televisión) TIVIT Servicios

| CCTV                                                                                             |               |               |      |          |     |     |     |         |     |     |     |         |     |     |
|--------------------------------------------------------------------------------------------------|---------------|---------------|------|----------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|
| Preventive Maintenance Program – Circuito cerrado de television Performed by UPSISTEMAS / TAKODA |               |               |      |          |     |     |     |         |     |     |     |         |     |     |
| CCTV                                                                                             | Frequency     | Running Hours | 2024 |          |     |     |     |         |     |     |     |         |     |     |
|                                                                                                  |               |               | Jan  | Feb      | Mar | Apr | May | Jun     | Jul | Aug | Sep | Oct     | Nov | Dic |
| Circuito cerrado de television                                                                   | Cuatrimestral | 294           |      |          |     |     |     |         |     |     |     |         |     |     |
| Legend:                                                                                          |               |               |      | Executed |     |     |     | Planned |     |     |     | Pending |     |     |

## 7. Averías y reparaciones TIVIT Servicios

Sin eventos de seguridad.



# Data Center

## 8. Informe de equipos críticos

### 8.1 Generadores

| GENERATORS                                                     |      |              |           |             |            |                                       |           |               |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
|----------------------------------------------------------------|------|--------------|-----------|-------------|------------|---------------------------------------|-----------|---------------|----------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Preventive Maintenance Program – Performed by CUMMINS / TAKODA |      |              |           |             |            |                                       |           |               |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
| Equipment                                                      | Year | Manufacturer | Model     | Power (kVA) | Power (kW) | Power derating (2.600m altitude) (kW) | Frequency | Running Hours | 2024                                                                       |     |     |     |     |     |     |     |     |     |     |     |
|                                                                |      |              |           |             |            |                                       |           |               | Jan                                                                        | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dic |
| GMG1                                                           | 2013 | Cummins      | QSK-60-G6 | 2.283       | 1.826      | 1.456                                 | Quarterly | 294           |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
| GMG2                                                           | 2010 | Caterpillar  | C27       | 906         | 725        | 580                                   | Quarterly | 302           |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
| GMG3                                                           | 2009 | Caterpillar  | C27       | 906         | 725        | 580                                   | Quarterly | 233           |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
| GMG1                                                           | -    | -            | -         | -           | -          | -                                     | Annual    | -             |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
| GMG2                                                           | -    | -            | -         | -           | -          | -                                     | Annual    | -             |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
| GMG3                                                           | -    | -            | -         | -           | -          | -                                     | Annual    | -             |                                                                            |     |     |     |     |     |     |     |     |     |     |     |
|                                                                |      |              |           |             |            |                                       |           |               | Legend: <span></span> Executed <span></span> Planned <span></span> Pending |     |     |     |     |     |     |     |     |     |     |     |

# Data Center

## 8.2 UPS

| UPSs                                                              |      |              |       |                   |                  |                 |        |               |      |     |     |     |     |     |     |     |
|-------------------------------------------------------------------|------|--------------|-------|-------------------|------------------|-----------------|--------|---------------|------|-----|-----|-----|-----|-----|-----|-----|
| Preventive Maintenance Program – Performed by UPSISTEMAS / TAKODA |      |              |       |                   |                  |                 |        |               |      |     |     |     |     |     |     |     |
| Equipment                                                         | Year | Manufacturer | Model | Power Equip (kVA) | Power Equip (kW) | Power Used (kW) | Load % | Frequency     | 2024 |     |     |     |     |     |     |     |
|                                                                   |      |              |       |                   |                  |                 |        |               | Jan  | Feb | Mar | Apr | May | Jun | Jul | Aug |
| UPS A1                                                            | 2009 | EATON        | 9395  | 550               | 495              | 69              | 13,9%  | cuatrimestral |      |     |     |     |     |     |     |     |
| UPS A2                                                            | 2013 | EATON        | 9395  | 550               | 495              | 156             | 31,4%  | cuatrimestral |      |     |     |     |     |     |     |     |
| UPS A3                                                            | 2019 | EATON        | 9395  | 550               | 495              | 76              | 15,3%  | cuatrimestral |      |     |     |     |     |     |     |     |
| UPS B1                                                            | 2013 | EATON        | 9395  | 550               | 495              | 53              | 10,8%  | cuatrimestral |      |     |     |     |     |     |     |     |
| UPS B2                                                            | 2013 | EATON        | 9395  | 550               | 495              | 110             | 22,3%  | cuatrimestral |      |     |     |     |     |     |     |     |
| UPS B3                                                            | 2019 | EATON        | 9395  | 550               | 495              | 75              | 15,1%  | cuatrimestral |      |     |     |     |     |     |     |     |

Legend: ■ Executed ■ Planned ■ Pending

## 8.3 Conjunto de baterías de UPS

| BATERIES                                                          |      |              |             |            |               |     |     |     |     |     |     |     |     |     |     |     |
|-------------------------------------------------------------------|------|--------------|-------------|------------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Preventive Maintenance Program – Performed by UPSISTEMAS / TAKODA |      |              |             |            |               |     |     |     |     |     |     |     |     |     |     |     |
| Equipment                                                         | Year | Manufacturer | Model       | Inst. Date | Frequency     |     |     |     |     |     |     |     |     |     |     |     |
|                                                                   |      |              |             |            |               | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov |
| UPS A1 Battery                                                    | 2019 | CSB          | HRL 1240WFR | 2019       | Cuatrimestral |     |     |     |     |     |     |     |     |     |     |     |
| UPS A2 Battery                                                    | 2020 | CSB          | HRL 1240WFR | 2020       | Cuatrimestral |     |     |     |     |     |     |     |     |     |     |     |
| UPS A3 Battery                                                    | 2022 | C&D          | UPS12545PLM | 2022       | Cuatrimestral |     |     |     |     |     |     |     |     |     |     |     |
| UPS B1 Battery                                                    | 2019 | CSB          | HRL 1240WFR | 2019       | Cuatrimestral |     |     |     |     |     |     |     |     |     |     |     |
| UPS B2 Battery                                                    | 2018 | CSB          | HRL 1240WFR | 2019       | Cuatrimestral |     |     |     |     |     |     |     |     |     |     |     |
| UPS B3 Battery                                                    | 2020 | CSB          | HRL 1240WFR | 2020       | Cuatrimestral |     |     |     |     |     |     |     |     |     |     |     |

Legend: ■ Executed ■ Planned ■ Pending

# Data Center

## 8.4 Cuadro de distribución eléctrica principal (PDU 's)

| PDUs                                                                |      |        |              |         |             |            |        |           |          |         |         |     |     |     |     |     |
|---------------------------------------------------------------------|------|--------|--------------|---------|-------------|------------|--------|-----------|----------|---------|---------|-----|-----|-----|-----|-----|
| Preventive Maintenance Program – Thermography – Performed by TAKODA |      |        |              |         |             |            |        |           |          |         |         |     |     |     |     |     |
| Equipment                                                           | Year | Locate | Manufacturer | Transf. | Power (kVA) | Load (kVA) | Load % | Frequency | 2024     |         |         |     |     |     |     |     |
|                                                                     |      |        |              |         |             |            |        |           | Jan      | Feb     | Mar     | Apr | May | Jun | Jul | Aug |
| PDU 1A                                                              | 2009 | Piso 1 | EATON        | K20     | 300         | 37         | 12%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 2A                                                              | 2013 | Piso 1 | APC          |         | 300         | 29         | 10%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 3A                                                              | 2013 | Piso 2 | EATON        |         | 300         | 34         | 11%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 5A                                                              | 2015 | Piso 2 | APC          |         | 300         | 67         | 22%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 5B                                                              | 2015 | Piso 2 | APC          |         | 300         | 69         | 23%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 6A                                                              | 2014 | Piso 2 | APC          |         | 300         | 25         | 8%     | Semestral |          |         |         |     |     |     |     |     |
| PDU 1B                                                              | 2013 | Piso 1 | EATON        |         | 300         | 30         | 10%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 2B                                                              | 2015 | Piso 1 | APC          |         | 300         | 18         | 6%     | Semestral |          |         |         |     |     |     |     |     |
| PDU 3B                                                              | 2013 | Piso 2 | EATON        |         | 300         | 35         | 12%    | Semestral |          |         |         |     |     |     |     |     |
| PDU 6B                                                              | 2014 | Piso 2 | APC          |         | 300         | 20         | 7%     | Semestral |          |         |         |     |     |     |     |     |
| Legend:                                                             |      |        |              |         |             |            |        |           |          |         |         |     |     |     |     |     |
|                                                                     |      |        |              |         |             |            |        |           | Executed | Planned | Pending |     |     |     |     |     |

# Data Center

## 8.5 CRACs (MCUs – Direct Expansión)

| CRACs (MCUs - Direct Expansion)                                    |      |        |              |                         |                |           |           |      |          |     |         |     |         |     |     |     |     |     |     |
|--------------------------------------------------------------------|------|--------|--------------|-------------------------|----------------|-----------|-----------|------|----------|-----|---------|-----|---------|-----|-----|-----|-----|-----|-----|
| Preventive Maintenance Program – Performed by ACONDICLIMA / TAKODA |      |        |              |                         |                |           |           |      |          |     |         |     |         |     |     |     |     |     |     |
| Equipment                                                          | Year | Locate | Manufacturer | Model                   | Capac.<br>(TR) | Status    | Frequency | 2024 |          |     |         |     |         |     |     |     |     |     |     |
|                                                                    |      |        |              |                         |                |           |           | Jan  | Feb      | Mar | Apr     | May | Jun     | Jul | Aug | Sep | Oct | Nov | Dec |
| CRAC 1A                                                            | 2009 | Piso 1 | LIEBERT      | D5105AUAD0E1938A        | 30 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 2A                                                            | 2011 | Piso 1 | UNIFLAIR     | TDAV2842A               | 30 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 4A                                                            | 2011 | Piso 1 | UNIFLAIR     | TDAV2842A               | 30 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 1B                                                            | 2009 | Piso 1 | LIEBERT      | D5105AUAD0E1938A        | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 3B                                                            | 2015 | Piso 1 | SCHNEIDER    | TDAV3342A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 4A                                                            | 2023 | Piso 2 | MECALOR      | CPA-D-100-URV-480/M/I/C | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 5A                                                            | 2011 | Piso 2 | UNIFLAIR     | TDAV2842A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 6A                                                            | 2014 | Piso 2 | SCHNEIDER    | TDAV3342A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 9A                                                            | 2014 | Piso 2 | SCHNEIDER    | TDAV3342A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 10A                                                           | 2013 | Piso 2 | UNIFLAIR     | TDAV2842A               | 30 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 11A                                                           | 2013 | Piso 2 | UNIFLAIR     | TDAV2842A               | 30 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 5B                                                            | 2014 | Piso 2 | SCHNEIDER    | TDAV3342A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 6B                                                            | 2011 | Piso 2 | UNIFLAIR     | TDAV2842A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 7B                                                            | 2014 | Piso 2 | SCHNEIDER    | TDAV3342A               | 30 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 8B                                                            | 2014 | Piso 2 | SCHNEIDER    | TDAV3342A               | 30 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 1 UPS A                                                       | 2014 | Piso 1 | LIEBERT      | D5053ADA0E1929A         | 15 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 2 UPS A                                                       | 2014 | Piso 1 | LIEBERT      | D5053ADA0E1928A         | 15 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 1 UPS B                                                       | 2014 | Piso 2 | UNIFLAIR     | TDAV1622A               | 15 TR          | Operation | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| CRAC 2 UPS B                                                       | 2014 | Piso 2 | UNIFLAIR     | TDAV1622A               | 15 TR          | Standby   | Monthly   |      |          |     |         |     |         |     |     |     |     |     |     |
| Legend:                                                            |      |        |              |                         |                |           |           |      | Executed |     | Planned |     | Pending |     |     |     |     |     |     |



# Data Center

## 8.6 Control de calidad de aire

Existe un programa de análisis de calidad del aire?

No se practica el análisis de la calidad del aire para verificar las acumulaciones de CO2 y otras partículas debido a que no hay legislación aplicable dentro de zona franca que solicite realizar este tipo de mediciones.

## 8.7 Sistema de seguridad contra incendios (FLS)

Quien realiza el mantenimiento preventivo y correctivo? UPSISTEMAS / TAKODA.

Quien es responsable de verificar el FACP (Painel de Controle de Alarme de Incendio) y las alarmas estroboscópicas y audibles? UPSISTEMAS / TAKODA

Quien es responsable de probar la detección de humo, la estación de alarma y otros dispositivos de detección? UPSISTEMAS / TAKODA

| FLS                                                                                                     |               |      |     |     |     |     |     |     |     |     |     |     |     |
|---------------------------------------------------------------------------------------------------------|---------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Preventive Maintenance Program – Sistema de seguridad contra incendios Performed by UPSISTEMAS / TAKODA |               |      |     |     |     |     |     |     |     |     |     |     |     |
| FLS                                                                                                     | Frequency     | 2024 |     |     |     |     |     |     |     |     |     |     |     |
|                                                                                                         |               | Jan  | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dic |
| ECARO 25 / FK-5-1-12                                                                                    | Cuatrimestral |      |     |     |     |     |     |     |     |     |     |     |     |
| Fire System                                                                                             | Cuatrimestral |      |     |     |     |     |     |     |     |     |     |     |     |
| Detector de fumaca                                                                                      | Cuatrimestral |      |     |     |     |     |     |     |     |     |     |     |     |
| Legend: Executed Planned Pending                                                                        |               |      |     |     |     |     |     |     |     |     |     |     |     |

# Data Center

## 8.8 Programa de Tratamiento de Agua

Quien dirige el programa de tratamiento de agua? TAKODA / Hedaga.  
Quien es responsable de verificar y monitorear el programa? TAKODA  
Quien es el responsable de los informes? TAKODA / Hedaga Con  
qué frecuencia? Diariamente (TAKODA)/semestral (Hedaga).  
Datos de tratamiento de agua? de acuerdo.

| TRATAMIENTO DE AGUA                                           |           |      |          |     |     |         |     |     |         |     |     |     |     |
|---------------------------------------------------------------|-----------|------|----------|-----|-----|---------|-----|-----|---------|-----|-----|-----|-----|
| Preventive Maintenance Program – Performed by Hedaga / TAKODA |           |      |          |     |     |         |     |     |         |     |     |     |     |
| Tratamiento de agua                                           | Frequency | 2024 |          |     |     |         |     |     |         |     |     |     |     |
|                                                               |           | Jan  | Feb      | Mar | Apr | May     | Jun | Jul | Aug     | Sep | Oct | Nov | Dic |
|                                                               | Semestral |      |          |     |     |         |     |     |         |     |     |     |     |
| Legend:                                                       |           |      | Executed |     |     | Planned |     |     | Pending |     |     |     |     |

# Resultados de ANS

# ANS SEPTIEMBRE

| Descripción                                                     | Meta (SLA)                                                                                                                                                                                               | Periodicidad  | Medición Septiembre |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------|
| <a href="#">Disponibilidad del servicio en instalaciones DC</a> | >=99.98%                                                                                                                                                                                                 | Mensual       | 100,0%              |
| <a href="#">Interrupciones máximas</a>                          | 1 Interrupción.                                                                                                                                                                                          | Mensual       | 100,0%              |
| <a href="#">Tiempo Objetivo de Recuperación - RTO</a>           | <= 22 minutos                                                                                                                                                                                            | Mensual       | 100,0%              |
| <a href="#">Tiempo Medio Entre Fallas MTBF</a>                  | >719 horas                                                                                                                                                                                               | Mensual       | 100,0%              |
| <a href="#">Puntualidad en la instalación</a>                   | Hosting Físico <= 40 días hábiles.<br>Hosting Virtual <= 10 días hábiles.<br>Nube Privada <= 10 días hábiles.                                                                                            | Por demandada | N/M                 |
| <a href="#">Tiempo de aprovisionamiento de crecimientos</a>     | Hosting Físico: Duración aprovisionamiento <= 05 días hábiles.<br>Hosting Virtual: Duración aprovisionamiento <= 03 días hábiles.<br>Hosting Nube Privada: Duración aprovisionamiento <= 02 días hábiles | Por demandada | N/M                 |
| <a href="#">Efectividad en la atención de los canales</a>       | >=90%                                                                                                                                                                                                    | Mensual       | 100,0%              |
| <a href="#">Calidad en los reportes entregados</a>              | <= 2                                                                                                                                                                                                     | Mensual       | 100,0%              |
| <a href="#">Efectividad en resolución de incidentes</a>         | Informativo                                                                                                                                                                                              | Mensual       | N/M                 |
| <a href="#">Puntualidad en la instalación Puesto de trabajo</a> | <= 4 horas continuas                                                                                                                                                                                     | Por demandada | N/M                 |
| <a href="#">Ancho de banda</a>                                  | >= 25 Mbps                                                                                                                                                                                               | Por Demanda   |                     |





Comercial



# Comercial

## Productos y servicios

TIVIT



Well  
Architected

Well-Architected es un **conjunto de mejores prácticas** recomendadas por el experto en la nube de TIVIT que guían a los clientes para **aumentar la calidad** del servicio en sus cargas de trabajo, **ahorrar costos** y lograr indicadores de **nivel de servicio**.



Managed Services

+ **1000** profesionales **certificados y especialistas** en las principales tecnologías, actuando como asesores de confianza en las diversas industrias del mercado.

Gestión técnica y financiera de entornos **multicloud** por **categoría de servicio** y **SLA** alineados con su negocio.



MDR  
Suite

Protéjase de los impactos financieros y técnicos con tecnología avanzada, en **monitoreo 24/7**, nuestros sistemas detectan e informan anomalías, lo que permite a nuestros expertos **investigar** a fondo todas las amenazas potenciales, incluyendo: **EDR, SOC, SIEM, TVM, Phishing y Threat Intel**



SAP  
Basis

Servicio que proporciona la **gestión, monitoreo y soporte** de **aplicaciones SAP** en la capa de infraestructura, apuntando principalmente a la **estabilidad, disponibilidad** de sistemas y mejor uso de los recursos para un **mejor escenario financiero**.