Direct Server Operations (DSO) Team

What is a DSO (Direct Server Operations) team?

The **Direct Server Operations (DSO) Team** is the team responsible for performing hands-on, physical maintenance and operational work on servers and infrastructure within TheOpenRoad Cloud's physical server locations.

Unlike teams that primarily manage infrastructure through remote software tools, the DSO Team operates directly on the physical equipment. This includes servers, networking equipment, storage systems, racks, cabling, power infrastructure, and other hardware deployed within TheOpenRoad Cloud facilities. DSO personnel are distributed across TheOpenRoad Cloud's server locations worldwide, providing *continuous 24/7 operational coverage*.

Primary responsibilities

The primary responsibility of the DSO Team is to perform tasks that require physical access to infrastructure.

- Installing, replacing, or removing server hardware
- Replacing failed components such as drives, memory, power supplies, fans, or other field-replaceable units
- Physically inspecting servers and infrastructure
- Connecting, disconnecting, or replacing network and power cabling
- Racking and unracking equipment
- Performing hardware upgrades and maintenance
- Investigating hardware-related faults
- Assisting with physical infrastructure deployments
- Performing other maintenance procedures that require on-site access

The exact work performed by a DSO Team member depends on the equipment, facility, maintenance procedures, and operational requirements involved.

Distinguishing the difference between physical & remote operations

The DSO Team is primarily concerned with the *physical layer* of TheOpenRoad Cloud's infrastructure.

Not every infrastructure incident requires DSO involvement. Software failures, configuration problems, network-routing issues, application failures, and other incidents that can be resolved remotely are generally handled by the appropriate operational or engineering teams.

For example, if a server is experiencing a software configuration problem but all physical hardware is functioning normally, the incident would typically not require DSO intervention.

Conversely, if a server has experienced a failed power supply, damaged cabling, failed storage device, or another physical fault, DSO personnel may be required to physically access the equipment and perform the necessary maintenance.

An incident may initially appear to be software- or network-related but ultimately require physical intervention. In these situations, the responsible operations or engineering team can coordinate with DSO personnel to perform actions that cannot be completed remotely.

DSO Team objective examples

In these cases, the DSO Team acts as the *physical operations interface* between remote teams and the infrastructure deployed at a server location.

- Physically power-cycling equipment
- Checking physical connections
- Inspecting hardware status indicators
- Reseating or replacing hardware
- Connecting diagnostic equipment
- Verifying the physical state of a server or network device
- Performing other on-site actions requested by the incident-response team

Global operations mission statement

The DSO Team operates across TheOpenRoad Cloud's geographically distributed server locations.

Because infrastructure incidents and maintenance requirements can occur at any time, DSO personnel provide *24/7 coverage*. This allows physical infrastructure work to be performed regardless of the time of day or the geographic location of the affected equipment.

The global distribution of DSO personnel also reduces the dependency on a single physical location and enables on-site assistance at facilities in different regions.

DSO operates alongside, rather than in place of, other infrastructure and engineering teams.

DSO Team responsibilities

A simplified division of responsibilities is:

Scope of task	Typical responsibility
Physical hardware management	DSO Team
Hardware replacement	DSO Team
Physical cabling	DSO Team
On-site inspection and compliance	DSO Team
Software configuration, administration, and maintenance	Appropriate engineering/operations servicing team, or SMU
Application-level issues, debugging, incident outage recovery	Appropriate engineering/operations servicing team, or SMU
Remote infrastructure operations	Appropriate engineering/operations servicing team, or SMU
Physical assistance during remote incidents	DSO Team, *when required*

This separation allows teams to focus on their respective areas of expertise while providing a mechanism for coordinated response when an issue crosses the physical and logical boundaries of the infrastructure.

Operational model

A typical DSO request can be summarized as follows:

1. An issue or maintenance requirement is identified.
2. The responsible team determines whether physical intervention is required.
3. A request is provided to the DSO Team with the required equipment, location, and action details.
4. A DSO Team member accesses the affected infrastructure on-site.
5. The requested physical operation is performed.
6. The result is reported back to the requesting team.
7. Further remote or engineering work is performed if necessary.

This model allows remote teams to continue handling logical and software-level operations while DSO personnel handle actions that require a physical presence.

Training summary

The **Direct Server Operations (DSO) Team** is TheOpenRoad Cloud's dedicated physical infrastructure operations function. DSO personnel work directly with the hardware and physical infrastructure supporting cloud services, performing maintenance, replacements, inspections, installations, and other tasks that require on-site access.

DSO is not generally responsible for resolving non-physical infrastructure incidents. Instead, the team provides specialized physical capabilities and can assist other operational teams whenever an incident or maintenance procedure requires someone to interact directly with equipment.

With personnel distributed across TheOpenRoad Cloud's server locations and operating *24 hours a day, 7 days a week*, the DSO Team provides continuous physical support for the infrastructure on which TheOpenRoad Cloud services operate.

About this article

- Written by Gary Phatt, a TheOpenRoad Support employee.
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