



## DoD SPACE PLANNING CRITERIA

### CHAPTER 240: INFORMATION MANAGEMENT

JUNE 24, 2021

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**Originating Component:** Defense Health Agency Facilities Enterprise

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**Releasability:** No Restrictions

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**Purpose:** This issuance: To provide space planning criteria guidance in support of planning, programming and budgeting for military Medical Treatment Facilities (MTFs) that fall under the authority of the Defense Health Agency (DHA).

# ***SUMMARY of CHANGE***

This revision, dated June 24, 2021 includes the following:

- Converted to SEPS compatible format.
- Sections renamed and numbered: design considerations moved to the front of the document.
- Reduced the NSF on select non-clinical and administrative spaces throughout the chapter.
- Removed the Functional Area titled Audiovisual and Illustration
- The following spaces have been moved to Chapter 610 Common Areas: staff toilets, lockers, lounges, and conference rooms.
- Added new definition of Cubicle, Private Office and Shared Office in Glossary.

## **TABLE OF CONTENTS**

SECTION 1: PURPOSE AND SCOPE .....	4
SECTION 2: PLANNING AND PROGRAMMING REQUIREMENTS.....	5
SECTION 3: DESIGN CONSIDERATIONS .....	6
3.1. NET-TO-DEPARTMENT GROSS FACTOR.....	6
3.2. GENERAL DESIGN CONSIDERATIONS.....	6
3.3. OFFSITE SERVICES.....	7
3.4. MISSION-CRITICAL SERVICES.....	7
SECTION 4: PROGRAM DATA REQUIRED.....	8
SECTION 5: SPACE PLANNING CRITERIA .....	9
5.1. FA1: CUSTOMER SERVICE.....	9
5.2. FA2: COMPUTER AREA.....	10
5.3. FA3: COMPUTER SUPPORT.....	10
5.4. FA4: TELECOMMUNICATIONS SUPPORT.....	11
5.5. FA5: STAFF AND ADMINISTRATION.....	11
SECTION 6: FUNCTIONAL RELATIONSHIPS (INTERDEPARTMENTAL) .....	13
SECTION 7: FUNCTIONAL DIAGRAM (INTRADEPARTMENTAL) .....	14
GLOSSARY .....	15

## **SECTION 1: PURPOSE AND SCOPE**

This chapter outlines space planning criteria for the Office of Information Management (IM) as it applies to a military Medical Treatment Facility (MTF) or other type of facility that supports medical services.

IM is responsible for providing strategic and technical direction, guidance, and policies to ensure that information technology (IT) resources are best acquired and managed for DoD, and responsible for ensuring the efficient and effective operation of DoD's IT Management System. IM is also responsible for the management and operation of the IT program to support the staff and services at each DoD-MHS facility. This responsibility encompasses all aspects of designing, implementing, operating, and maintaining the IT systems, and includes management consulting, user support and training, technical management, around-the-clock operation. It also includes maintenance of hardware, software, and telecommunications systems.

This chapter also outlines space planning criteria for the IT requirements of Facilities Management (FM). Some of the functional areas and rooms are jointly used by both IM and FM.

The IM services for a MTF may be served by a Regional Data Center. IM space planning must be coordinated with this operational decision.

The space planning criteria in this chapter apply to all DHA MTFs and are based on current DHA policies and directives, established and/or anticipated best practices, industry guidelines and standards, and input from MHS Subject Matter Experts (SME) and DHA Directorates. As directed by the DHA, these space criteria are primarily workload driven; additional drivers are staffing and mission. Room Codes (RCs) in this document are based on the latest version of UFC 4-510-01, Design: Military Medical Facilities, Appendix B, Architectural and Engineering Design Requirements.

## **SECTION 2: PLANNING AND PROGRAMMING REQUIREMENTS**

1. Planners will consider local workload projections, staffing, and anticipated services to develop a project based on these criteria. The staffing projections used by planners to program requirements must be validated and aligned with the authorized manning document for the project. When no official guidance, policy or directive exists to validate space or program requirements, the planner will consult with their supervisor, and at their supervisor's discretion, the issue(s) may be elevated to senior leadership for the determination of the final project requirements.
2. Space planning criteria have been developed on the basis of an understanding of the activities involved in the functional areas required for Information Management and its relationship with other services of a MTF or other type of facility.
3. The functional areas that are most critical in support of the IM's mission include the Computer Area (which houses the Server Room for IT equipment) and Server Support Area. The current trend is for medical systems (IM-supported) and Facilities Management systems (non-IM-supported) to require more active IT equipment for their operation. The remaining functional area is the Customer Service Reception Area.
4. Quantities and sizes of spaces required for functions in the Computer Area, and the Computer Support Area are determined primarily from the total net area of the facility. These space standards are based on the quantity of floor-mounted cabinets and racks needed to house the anticipated systems and level of redundancy.
5. Space requirements are computed separately for IM IT active and passive equipment, Telephone (VoIP) active and passive equipment, Facilities Management (FM) systems active and passive equipment, and conduit entry areas, which are then totaled to establish the size of the Server Room. Adjacent space for supporting mechanical, electrical, and clean agent fire suppression equipment is proportioned to the size of the Server Room.
6. Space may also be required to support IM equipment necessary to backup systems at the local, regional, or national levels. If required, these systems may be located onsite in the Server Room, or in a remote backup server room. This determination will be made by DHA on a case-by-case basis.
7. The basis for calculating the space requirements for the main rooms in this chapter is the projected number of computer users, computer racks, and Full Time Equivalent (FTE) positions authorized per the official manning document.
8. Calculation of each of the directly workload-driven room types is implemented in SEPS based on the following workload parameters:
  - a. Number of projected computer users
  - b. Number of projected computer racks

## **SECTION 3: DESIGN CONSIDERATIONS**

The following design considerations are intended to provide planners and designers with guidance on how to follow world-class and evidence-based design strategies for new and renovation of existing healthcare facilities. For a more comprehensive list, refer to the World Class Checklist (<https://facilities.health.mil/home/>). Also refer to the Facility Guidelines Institute (FGI) Guidelines for Design and Construction of Hospitals and Guidelines for Design and Construction of Outpatient Facilities for additional information.

### **3.1. NET-TO-DEPARTMENT GROSS FACTOR.**

The net-to-department gross factor (NTDG) for the Information Management Area is **1.35**. This number, when multiplied by the programmed net square foot (NSF) area, determines the departmental gross square feet. This factor accounts for the space occupied by internal department circulation and interior partitions as well as other construction elements not defined by the net square foot area. Refer to UFC 4-510-01 and DoD Space Planning Criteria Chapter 130: Net to Gross Conversion Factors.

### **3.2. GENERAL DESIGN CONSIDERATIONS.**

Security and continuity of service of IT systems is critical to the mission of DoD - MHS. The Computer Area provides the essential data center functions. Key planning considerations for these areas are:

1. **Flexibility.** Changes in IT systems and equipment requirements are certain to occur over the useful life the building. Server Rooms and support spaces require specialized construction, HVAC systems, and other utilities.
2. **Modularity.** Planning modules must accommodate standard sizes of IT equipment cabinets and racks, and must be compatible with the building structural grid and general planning module for the facility.
3. **Scalability.** Use of standard modules facilitates “scaling” the computer and telecommunications rooms to match systems requirements from very small (clinic) to very large facilities (major medical center).
4. **Expandability.** Space criteria for computer and telecommunications rooms were developed with the recognition that increasing the size of these spaces after initial construction and occupancy is difficult. Relocation of mechanical and electrical equipment and distribution systems is costly and can be disruptive to the ongoing operation of the medical facility. Whenever possible plan for “soft” space (offices, conference rooms, etc.) on at least one side of the Server Room. Consider installing access floor in the “soft” space to facilitate expansion of Server Room.

5. **Physical Security.** Design access control and surveillance systems for Information Management spaces as outlined in Chapters 12 and 14 of the DoD UFC 4-510-01 Unified Facilities Criteria for Medical Military Facilities.
6. **Location.** Locate server and telecommunications rooms to avoid exterior walls (unless hardened), loading docks, mailrooms, sources of electromagnetic interference, fire and smoke hazards, wet locations or high humidity, and high traffic patient care areas. Wet pipe systems serving the computer or telecommunications room only shall be allowed in the room or on the floor directly above the space.
7. **Partitions and Doors.** Provide fire resistance rated partitions and doors.
8. **Fire Protection.** Wet pipe automatic fire sprinkler system shall be provided in all server and telecommunications rooms in accordance with DoD Guidelines. Clean Agent fire suppression systems shall be provided in the Server Room in addition to the wet pipe automatic fire sprinkler system.
9. The location and number of recessed or semi-recessed Automatic External Defibrillator (AED) cabinets will be determined during project design. The Designer of Record (DOR) is responsible to ensure quantity, placement and all appropriate markings (signage) are shown in the final design solution. The DOR will coordinate with the design and construction Agent and clinical representative to ensure adequate placement and facility coverage.

### **3.3. OFFSITE SERVICES.**

1. There is no Information Management (IM) or Facilities Management (FM) data archive provided in the functional areas described in this Chapter, other than temporary storage intended for media / records used for system backup or restoration. There may be the need to identify an offsite or remote location for the storage of archived data, media, and electronic records. Minimum suggested space is 100 NSF for data storage; however, specific space requirements are to be determined by IM.

### **3.4. MISSION-CRITICAL SERVICES.**

1. IM will determine if a facility will provide backup, redundant, or continuity of operations information technology services for other DoD - MHS facilities or for other government agencies.

## **SECTION 4: PROGRAM DATA REQUIRED**

**4.1. INPUT DATA STATEMENTS.** Input Data Statements are based on questions about Workload (W), Mission (M), Staffing (S) and Miscellaneous (Misc) information.

1. How many Computer Users are projected for the facility? (W)
2. How many Server racks are projected for the facility? (W)
3. Will onsite configuration and repair of IT equipment be performed at the facility? (M)
4. How many Service Technician FTE positions are authorized on site per the official manning document? (S)
5. Is a Communications Radio Equipment Room projected for the facility? (Misc)
6. Is a Secure Storage room projected in the IM department? (Misc)

## **SECTION 5: SPACE PLANNING CRITERIA**

For calculation of the number of building support spaces (Vestibules, Lobbies, Vending Machine areas, Multi-fixture Public and Staff Toilets, Staff Lounges and Locker Rooms, Conference Rooms, Security Services, Communication Closets, and Janitor Closets), please refer to Chapter 610: Common Areas.

### **5.1. FA1: CUSTOMER SERVICE.**

**1. Waiting (WRC03) 60 NSF**

- a. Provide one if [How many Computer Users are projected for the facility?] is at least 100
- b. Provide an additional 60 NSF for every increment of 500 [How many Computer Users are projected for the facility?] greater than 600 (maximum 240 NSF)

**2. Reception (RECP3) 50 NSF**

- a. Provide one if [How many Computer Users are projected for the facility?] is at least 100
- b. Provide an additional 50 NSF if [How many Computer Users are projected for the facility?] is greater than 600

Minimum NSF accommodates two FTEs.

**3. Workstation, Helpdesk (OFA03) 50 NSF**

- a. Provide one if [How many Computer Users are projected for the facility?] is at least 300
- b. Provide an additional one for every increment of 500 [How many Computer Users are projected for the facility?] greater than 800

Place to pick-up/drop-off portable IT equipment (i.e. laptops, cell phones, tablets and other portable devices) and to interact with Technical Support. Locate adjacent to Helpdesk Storage.

**4. Classroom, Computer Training (CLR03) 240 NSF**

- a. Provide one if [How many Computer Users are projected for the facility?] is at least 300
- b. Provide an additional 240 NSF if [How many Computer Users are projected for the facility?] is greater than 600

Allocated minimum space provides for eight workstations (including 4 accessible workstations) and instructor workstation or lectern.

**5. Storage, Computer Training (SRS01) 100 NSF**

- a. Provide one if [How many Computer Users are projected for the facility?] is at least 300
- b. Provide an additional 50 NSF if [How many Computer Users are projected for the facility?] is greater than 600

This space is used for storage of training materials.

## **5.2. FA2: COMPUTER AREA.**

The Computer Area includes spaces for IT equipment and immediately necessary support equipment. Planning of spaces shall conform to UFC 4-510-01, Design: Military Medical Facilities, and TIA 569, Commercial Building Standard for Telecommunications Pathways and Spaces. Spaces in the Computer Area shall be provided with dedicated HVAC systems when separation from spaces in Server Support Area is provided. Minimal space for storage of essential records or materials is included in the Computer Area. Backup and general storage shall be provided in the Server Support Area.

### **1. Server Room (CMP01) 120 NSF**

- a. Provide one if [How many Server racks are projected for the facility?] is at least one
- b. Provide an additional 30 NSF per each [How many Server racks are projected for the facility?] greater than three

Allocated NSF accommodates three computer racks and circulation, these rack may include the PACS, pharmacy, laboratory, logistics servers. The Server Room provides space for active and passive IT and telephone equipment, including medical information systems and PACS, and any support equipment which must be immediately adjacent.

### **2. Server Room Support Equipment (CMP04) 60 NSF**

- a. Provide one if [How many Server racks are projected for the facility?] is at least one
- b. Provide an additional 30 NSF per each [How many Server racks are projected for the facility?] greater than three

This space is allocated to mechanical, fire suppression, and electrical equipment dedicated to serving the Server Room, such as Computer Room Air Conditioning units (CRACs), clean agent fire suppression tanks, electrical distribution equipment, and power distribution units, etc., are to be located in this space. This space may be combined with the Server Room, or located adjacent to it.

### **3. Network Operations Room (OFA03) 50 NSF**

- a. Provide one if the NSF of [Server Room (CMP01)] is at least one
- b. Provide an additional one if the NSF of [Server Room (CMP01)] is greater than 1,900

This room provides workspace for computer operators / technicians immediately adjacent to the Server Room.

## **5.3. FA3: COMPUTER SUPPORT.**

The following spaces are to be located outside the Computer Area when separation is required. These spaces will not be served from the Computer Area air conditioning system.

### **1. Storage, IT Equipment (SRSE1) 100 NSF**

- a. Provide one if [Will onsite configuration and repair of IT equipment be performed at the facility?] and [How many Computer Users are projected for the facility?] is at least 100

- b. Provide an additional 100 NSF for every increment of 500 [How many Computer Users are projected for the facility?] greater than 500

Allocated space is for secure, bulk storage of new or surplus IT equipment, desktop computers, and other large items. Locate adjacent to Receiving / Breakdown Room.

**2. Receiving / Breakdown Room (SRSE1) 100 NSF**

- a. Provide one if [How many Computer Users are projected for the facility?] is at least 100
- b. Provide an additional 100 NSF for every increment of 500 [How many Computer Users are projected for the facility?] greater than 500

This space provides for secure unpacking or staging of new equipment before issue or use, holding packing materials for disposal, and for staging equipment to be removed.

**3. Workroom, Equipment Configuration / Repair (BMWS1) 150 NSF**

- a. Provide one if [Will onsite configuration and repair of IT equipment be performed at the facility?] and [How many Service Technician FTE positions are authorized on site per the official manning document?] is at least one
- b. Provide an additional 75 NSF per each [How many Service Technician FTE positions are authorized on site per the official manning document?] greater than one (maximum 600 NSF)

**5.4. FA4: TELECOMMUNICATIONS SUPPORT.**

**1. Communications Radio Equipment Room (COM04) 150 NSF**

- a. Provide one if [Is a Communications Radio Equipment Room projected for the facility?]

This room accommodates all head end cabinets for antenna-based systems (i.e. satellite TV, two-way radio, Emergency Flight Line radio, Emergency Responder radio, Security/Police radio, Air Flight radio, etc.). The room is sized for a minimum of four separate systems and four future systems. Locate this space adjacent to a server room.

**5.5. FA5: STAFF AND ADMINISTRATION.**

If additional administrative spaces other than those listed in this Functional Area are required to support Information Management, consider adding shared offices or cubicles, and include comments with justification in the PFD. Refer to Chapter 210: General Administration for administrative space criteria.

**1. Office, Department Head / Chief (OFA04) 100 NSF**

- a. Provide one

Provide one for the individual with overall responsibility for the service. If there are other supervisors not accounted for anywhere else, consider adding shared offices and include comments with justification.

**2. Storage, Secure (SSS01) 50 NSF**

- a. Provide one if [Is a Secure Storage room projected in the IM department?]

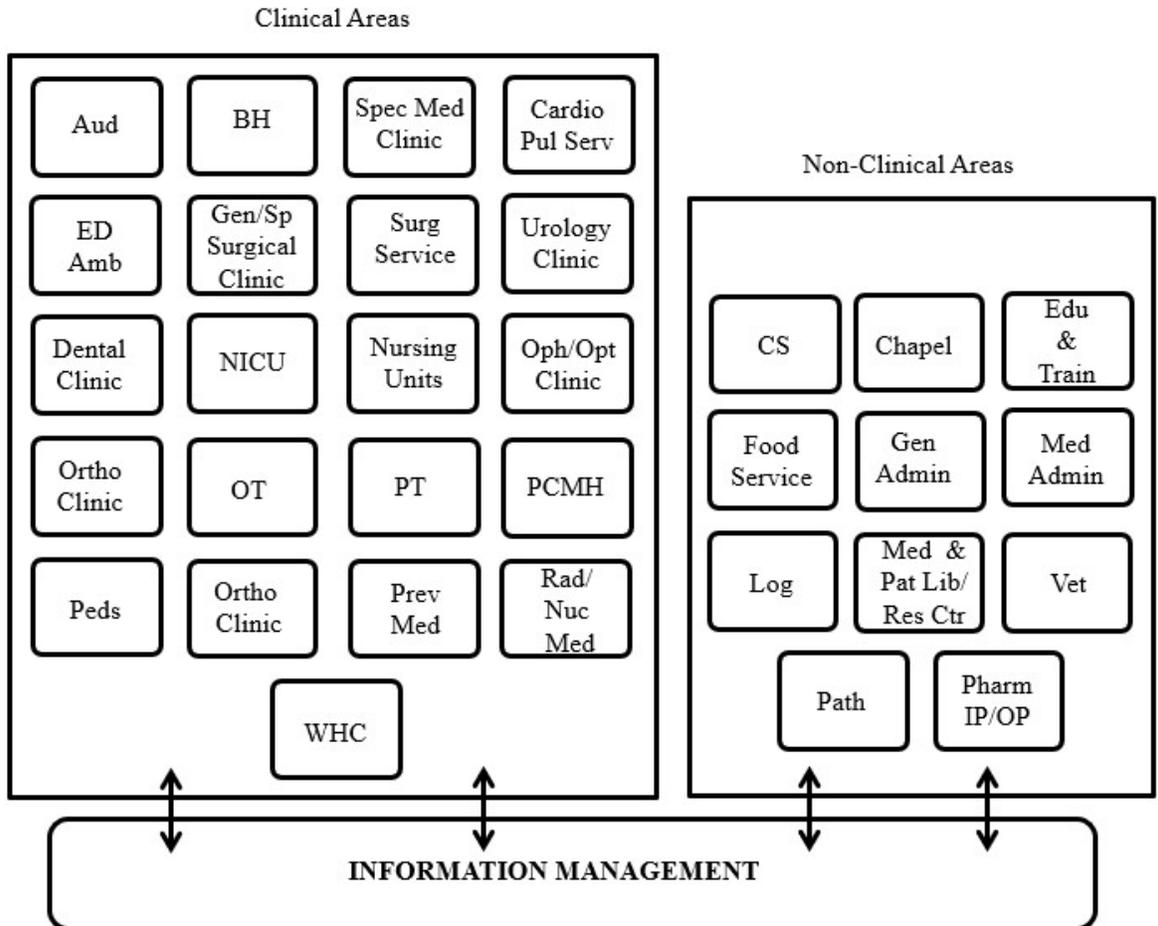
**3. Copy / Office Supply (RPR01) 50 NSF**

- a. Provide one

Planner must determine the availability and the volume of use of each Copy /Office Supply space within the specific service or the facility in order to share the function and optimize the space requirement for copy areas.

## SECTION 6: FUNCTIONAL RELATIONSHIPS (INTERDEPARTMENTAL)

Information Management will rely on a number of other services in the MTF for patient care and support functions. The diagram below represents desirable relationships based on efficiency and functional considerations.



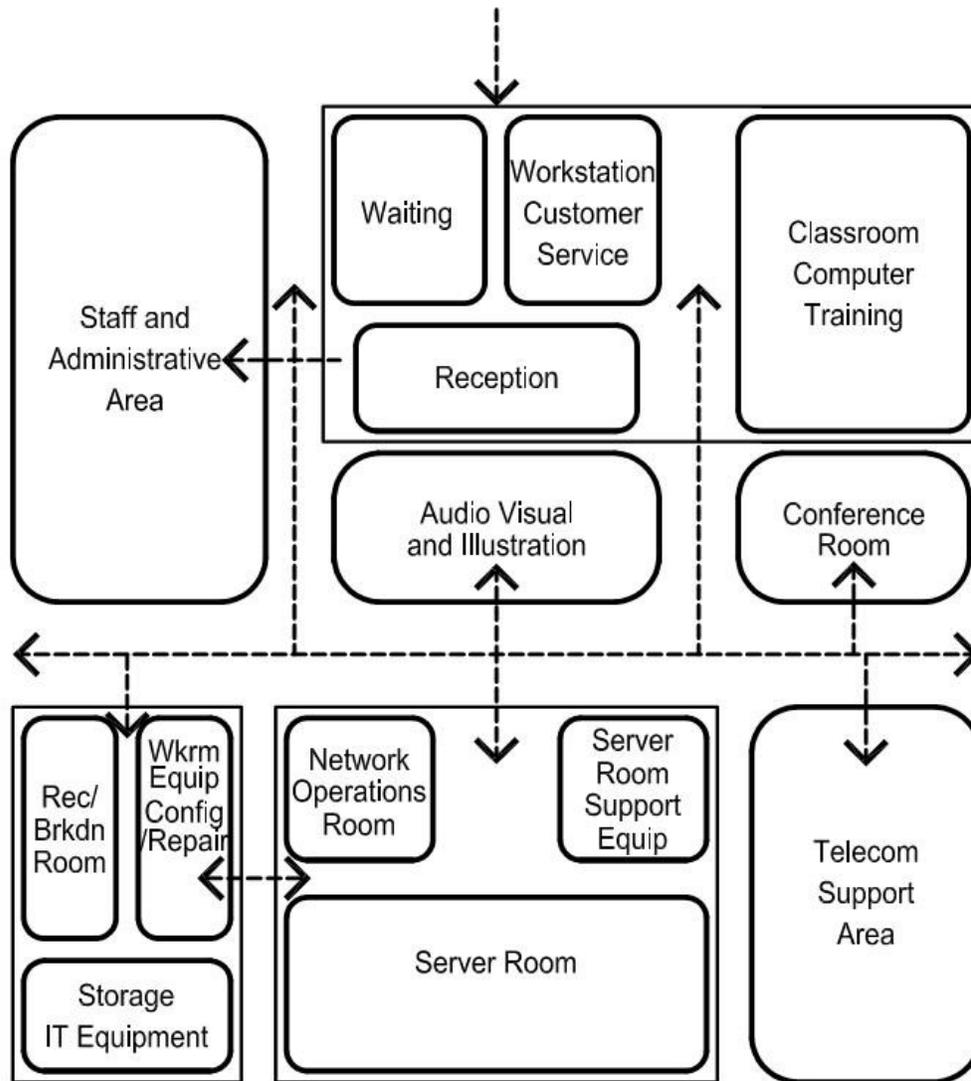
**LEGEND**

- Most Critical Adjacency
- Less Critical Adjacency

**INFORMATION MANAGEMENT**

## SECTION 7: FUNCTIONAL DIAGRAM (INTRADEPARTMENTAL)

The diagram below illustrates intradepartmental relationships among key areas / spaces within Information Management. The diagram is necessarily generic. The planner shall use this as a basis for design only and shall consider project-specific requirements for each MTF.



**LEGEND**

- Patient Circulation
- Staff Circulation

**NOTE:** Size and shapes of spaces do not reflect actual configuration or square foot area of departments.

## GLOSSARY

Access Floor: A flooring system consisting of removable, modular panels supported on pedestals or stringers. The under-floor plenum space is used for distribution of power circuits and ducted air.

Active Equipment: Energized equipment used for receiving or transmitting analog or digital signals, such as servers, hubs, routers, switches, rack-mounted UPSs, servers, firewalls, etc.

Active (Data) Storage: Secure area for temporary storage of removable media containing active data.

Ambulatory Care Center: A Medical Treatment Facility (MTF) providing outpatient care services in both a freestanding building, as well as within or directly adjacent to an MTF that provides inpatient care services.

Archive (Data) Storage: A secure, offsite area for storage of inactive or backup data, media, and electronic records.

Automated Information Storage System (AISS): An enclosed storage and retrieval system that moves recorded media between storage and IT equipment.

Cabinet: A protected enclosure containing a standardized frame for mounting multiple active IT or electronic equipment modules. Cabinets are designed to accommodate equipment modules of standard widths and heights. Standard widths are nominal 19-inch (the most common) or 23-inch. The heights of standard modules are multiples of 1.75-inches (this dimension is known as one "Rack Unit" or "U"). A cabinet houses *Active Equipment*. For unenclosed frames, see *Rack*.

Computer Equipment: See *Information Technology Equipment*.

Computer User: In this document a Computer User is as workload metric used to calculate certain spaces.

Cubicle: A cubicle is a partially enclosed workspace, separated from neighboring workspaces by partitions. Staff with no supervisory responsibilities, or who do not deal with confidential information for 75% or more of their work day, as well as part-time, seasonal, and job-sharing staff will be assigned a cubicle.

Facilities Management (FM) Communications Systems and Equipment: Microprocessor- or server-based systems and/or equipment that are outside the purview of IM, such as, but not limited to: Nurse Call and/or Code Blue (Blue); PACS; Television (Master Antenna [MATV], Community Antenna [CATV], Closed Circuit [CCTV] [for education] & Satellite TV [SATV]); Radio (Paging [Code Blue, Emergency & Routine]), Microwave, Satellite Radio / Telephone & Radio Entertainment; Public Address (Overhead Paging, Mass Notification, and Intercommunications [Intercom]); Physical Security Management (Access Control, Motion Intrusion Detection, Duress and/or Panic Alarm & Security Surveillance Television [SSTV]);

Patient, Staff and Asset Monitoring (Medical Telemetry, Patient / Staff Location, and Cardiac); Energy Management; Emergency (Fire Alarm / Mass Notification, Police, and Disaster). These systems and equipment shall be located in the Facilities Management (FM) area of the Telecommunications Rooms and the Communications Radio Equipment Room. Headend, host servers, or active equipment associated with archiving, packetized storage, or transport of confidential information generated by a Facilities Management (FM) system shall be located within the Server Room.

Full-Time Equivalent (FTE): A staffing parameter equal to the amount of time assigned to one full time employee. It may be composed of several part-time employees whose total time commitment equals that of a full-time employee. One FTE equals a 40-hour a week workload. The FTE measure may also be used for specific workload staffing parameters such as a clinical FTE; the amount of time assigned to an employee providing clinical care. For example, a 0.5 clinical FTE for a healthcare worker would indicate that the healthcare worker provides clinical care half of the time per a 40-hour work week.

Functional Area (FA): The grouping of rooms and spaces based on their function within a service. Typical Functional Areas in clinical services are Reception, Patient Exam and Treatment Area, Clinic Support, Staff and Administration.

Information Management (IM): The functional department or group within each Service Component that is responsible for Information Technology equipment and services. Each Component uses a different name for this group.

Input Data Statement: A set of questions designed to elicit information about the healthcare project in order to create a Program for Design (PFD) (see definition below); based on the space criteria parameters (refer to Section 5) set forth in this document. Input Data Statements are defined as Mission, Workload, Staffing or Miscellaneous.

Information Technology (IT): The design, development, implementation, support and management of computer-based information systems, particularly software applications and computer hardware.

Information Technology (IT) Equipment: Any electronic digital or analog computer, with all peripheral, support, memory, programming, or other directly associated equipment, records, and activities.

Jack: Female telecommunications connector used to connect field equipment to horizontal cabling (See *Port*).

Net-to-Department Gross Factor (NTDG): A parameter used to calculate the Department Gross Square Foot (DGSF) area based on the programmed Net Square Foot (NSF) area. Refer to Section 3.

Office, Private: A single occupancy office provided for an FTE Tier 1 Supervisor who per DHA guidance, typically oversees 7-10 staff members and performs supervisory functions at

least 50% of the time, or other FTE positions that directly interacts with patients for 50% or more of their work day, or require a private room for confidentiality based on their job duties. Union documents must specifically state that a specific FTE is required to have a private space.

Office, Shared: An office that accommodates two workstations for FTE positions who do not meet the requirement for a private, single office, but do require a quiet work environment that reduces distractions and promotes concentration.

Passive Distribution Equipment: Equipment that does not require electrical power and does not modify the transmitted signal through amplification, retiming or regeneration. Passive distribution equipment is used for the termination of backbone fiber optic cabling. For termination of passive voice copper cabling, see Voice Passive Distribution Area.

Port: An identifier of an application process within the TCP/IP suite. An active port may be for VoIP, or data service, and is the assignment connectivity between a server and a network-connected device (such as workstation, printer, or wireless access point). While a port cannot be physically associated with a jack, it requires physical space for the active server equipment associated with it (see also *Jack*).

Program for Design (PFD): A listing of all of the rooms / spaces generated based on answers to the Input Data Statements (see Section 4) and the space planning criteria outlined in this document (Section 5) in SEPS. The list is organized by Functional Area and includes the Room Quantity, Room Code, Room Name and generated Net Square Feet (NSF), Construction Phase and Construction Type.

Project Room Contents (PRC): A listing of the assigned contents (medical equipment, FF&E, etc.) for each room in a PFD generated by SEPS.

Rack: An open (non-enclosed) standardized frame for mounting multiple passive IT or electronic equipment modules. Racks are designed to accommodate equipment modules of standard widths and heights. Standard widths are nominal 19-inch (the most common) or 23-inch. The heights of standard modules are multiples of 1.75-inches (this dimension is known as one "Rack Unit" or "RU"). A rack houses passive (non-powered) equipment, such as patch panels and Fiber Distribution Units (FDU). For enclosed frames, see *Cabinet*.

Space and Equipment Planning System (SEPS): A digital tool developed by the Department of Defense (DoD) and the Department of Veterans Affairs to generate a Program for Design (PFD) and a Project Room Contents list (PRC) for a DoD project based on approved Space Planning Criteria, the chapter and specific project-related Mission, Workload and Staffing information entered in response to the Program Data Required - Input Data Statements (IDSs).

Service Entrance Facility: Also known as the ANSI/TIA/EIA569 Demarcation Room, and formerly known as the Main Distribution Frame (MDF). It is the space where services brought to the facility by outside providers, such as telephone, data, and cable television providers, are initially terminated. The service provider network cabling ends and the Department of Defense premises cabling begins in this room.

Service Provider: Outside providers of services to the facility, such as telephone, data, and cable television providers.

Server Room: A room containing both primary information technology systems active equipment and passive backbone cabling distribution terminations. The IM IT and Facilities Management (FM) IT systems housed in the Server Room may include, but are not limited to: Voice over IP (VoIP), Data LAN, Wireless LAN, PACS, Digital Imaging, Asset Tracking/Management, Patient Monitoring Systems, Video Surveillance, Security Access, Nurse Call, MATV/CATV, Public Address, Fire Alarm, Mass Notification, and Overhead Paging.

Telecommunications Room (TR): A room used for both IM active and passive IT distribution equipment and Facilities Management (FM) active and passive distribution equipment. The term “Telecommunications Room” replaces the legacy terms “Signal Closet” and “Telecommunications Closet”, which are no longer used.

Telecommunications Support Area: This is the functional area that contains spaces primarily used for the IM and Facilities Management (FM) backbone distribution systems, including the Service Entrance Facility and the Telecommunications Rooms.

Uninterruptible Power Supply (UPS): A system of electrical power conditioning and battery storage used to provide continuous power to IT equipment.

Voice over Internet Protocol (VoIP) System and Equipment: Digital voice equipment in which analog voice signals are converted to digital packets and transmitted over a Local Area Network (LAN) using Transmission Control / Internet Protocol.

Voice Passive Distribution Area: Area for wall-mounted terminations of copper voice backbone cables.

Workload: Space Planning Criteria per DHA Policy takes projected workload into account. In-person patient encounter projections divided by the throughput range included in this document for each exam room assists planners with estimating the quantity of rooms needed to satisfy the projected workload demand.