

### Service Description

**High Performance Disk Storage** service offers high-performance, high-capacity, secure storage designed to deliver the highest levels of performance, flexibility, scalability and resiliency. The service has fully redundant storage subsystems, with greater than five-nines availability, supporting mission critical, customer-facing and revenue-generating applications 24x7x365. High Performance Disk Storage is supplied as dual Enterprise SAN fiber attached block storage.

**General Purpose Disk Storage** service offers a lower-cost storage subsystem for customers not requiring high performance disk. This service supports a wide range of applications, including email, databases and file systems. General Purpose Disk is also flexible and scalable and highly available. General Purpose Disk Storage is supplied as dual Enterprise SAN fiber attached block storage.

**Capacity Disk Storage** service is the least expensive level of disk storage available from OIT. Capacity Disk is suitable for large capacity, low performance data, such as test, development and archival. Capacity Disk Storage is supplied as dual Enterprise SAN fiber attached block storage or as file based storage. OIT will work with the customer to determine the optimal solution.

Disk Storage customers might also be interested in the following OIT services:

- AIX Systems
- Backup Services
- Mainframe Systems
- Server Virtualization
- Windows Support

### Customer Benefits

- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the storage and SAN hardware.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

### OIT Provides

- Disk storage administration
- Global/Metro Mirroring is available for High Performance and General Purpose clients
- Hardware and associated software for virtual storage and Storage Area Network (SAN) environments
- Incident resolution services via the Customer Service Center
- Maintenance of hardware and software for critical storage and SAN environments
- Physically secure and highly stable operating environment
- Routine maintenance
- SAN administration
- Service monitoring and alerting
- Service provisioning and implementation

## Maintenance Schedule

Maintenance for Data Storage occurs at the convenience of the customer.

## Incident Response & Resolution

As a primary service, Data Storage support staff is available 24 x 7 for both incident reporting and resolution. Data Storage staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

## Service Objectives

Category	Evaluation Criteria	Target
Availability	Data Storage uptime	99.9%
Incident Responsiveness	Data Storage support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Data Storage support staff resolves incident within 4 hours.	75%

## Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number
- Provide network connectivity between OIT as a service provider and the client for remote administration.
- Supply host hardware/software as required

## Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at [CSC@ohio.gov](mailto:CSC@ohio.gov).

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.