



Procedure Title: **Storage as a Service**
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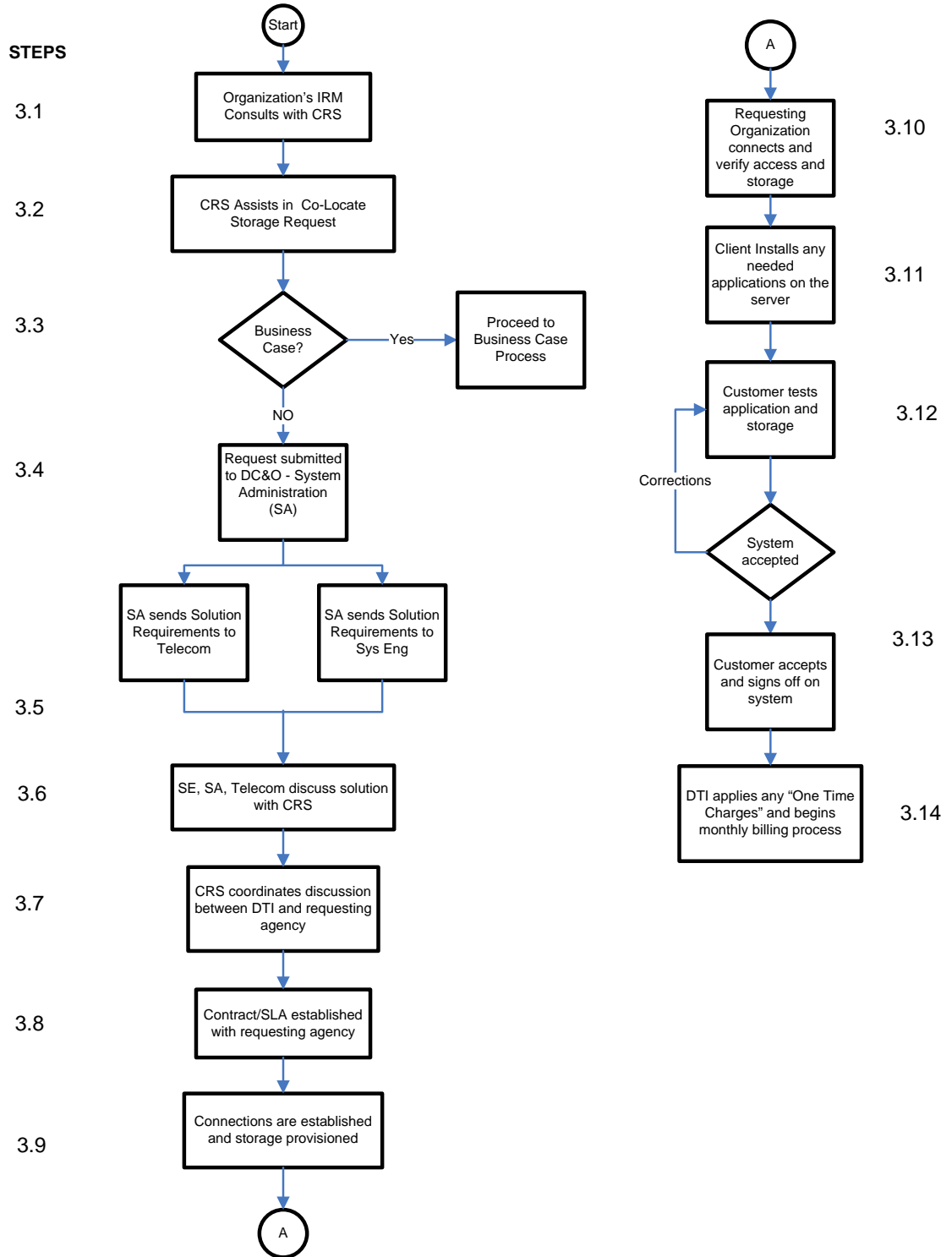
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1. Scope

DTI has deployed a high performance Storage Area Network (SAN) infrastructure in the William Penn and Biggs data centers with sufficient capacity and scalability to meet the data storage needs of DTI-managed and co-located agency systems. DTI will provide the administration services and a backup solution, including optional off-site tape storage. Different tiers of storage are available to provide cost-effective solutions to data storage needs. Data storage is provided in orientations for “cold” data storage and storage services in the context of an application. Storage as a Service is a shared-use service. Customers will request this service through their Customer Relations Specialist (CRS).

A contract with DTI for storage space and backup services and a Service level Agreement (SLA) will be established with each customer.

2. Process Flow Diagram



3. Storage As A Service Request and Implementation Procedure

- 3.1 Organization or Agency with an existing Co-located system at DTI, requests storage area solution on the Storage Area Network (SAN) system. The client IRM consults with their respective CRS.
- 3.2 CRS assists the IRM in completing the request. The CRs may use the Co-locate planning checklist from the DTI Extranet “get forms”.
- 3.3 The CRS determines if the requests requires a Business Case. If so the IRM begins the Business Case request process. If no business case is required proceed to 3.4.
- 3.4 The IRM/CRS submit the request to Data Center and Operations System Administration (SA) manager.
- 3.5 DC&O SA manager evaluates the request and routes it to the Telecom and System Engineering (SE).
- 3.6 Representatives from SE and Telecom will discuss the solution with the CRS.
- 3.7 Telecom and SE will coordinate with the CRS and contact the requesting organization designated technician. DTI representative (Telecom, CRS, SE,SA) and the designated client technical representative will validate the request and coordinate and changes or suggestions.
- 3.8 The CRS and client IRM will establish a contract and Service Level Agreement.
- 3.9 Upon contract signature by both parties, DTI completes the necessary hardware and software implementation.
- 3.10 The client is asked to connect to the system via their co-located server and verify the access to their storage requirements.
- 3.11 The client installs any needed applications on their server.
- 3.12 The client tests the solution and if acceptable, approves and accepts the solution.
- 3.13 DTI completes the back-up solution and any other schedule applications to the system.



- 3.13 Client is “billed” for any one time charges and monthly chargeback for services begins.

4. Reference Documents

DTI Data Center Guidelines (<http://extranet.dti.state.de.us/pdf/DTI-Data-Center-Guidelines.pdf>)