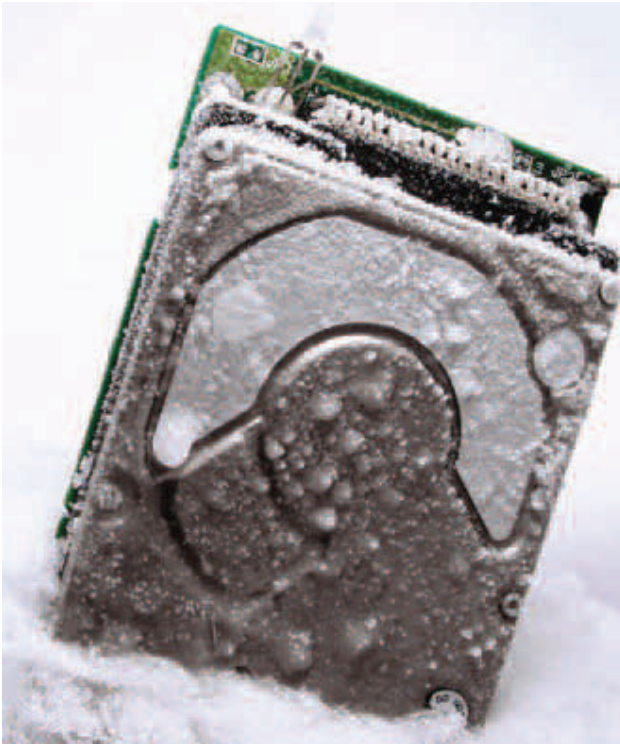


# Remote Storage Management



## / Overview

The need to meet ever more demanding Service Level Agreements within static budgets is putting increasing demands on IT operation resources. One of the main growth areas within IT organisations is data storage, with pressure to extend the availability of data and increasing regulatory demands to retain data.

Organisations are required to be aware of the status of their data storage infrastructure at all times. They must also be reactive to any problems that occur to ensure that the SLA targets are adhered to.

Pressure on the IT organisation is further increased as storage solutions become more complex with likely skills gaps in the IT organisation.

The Bull Remote Storage Management Service is designed to augment the service provided by IT departments by supplying the capability to immediately detect any storage related problems; manage any exception conditions encountered; and provide a clear picture of the current and projected capacity of storage resources. This service provides virtual specialist resources for the client without the need for additional staff.

The service will ensure that any deviance from pre-determined metrics is highlighted and escalated immediately. Regular reporting and review of resource usage will allow any impending capacity problems to be highlighted at an early stage allowing the IT organisation to take pre-emptive action.

## / Service Scope

This service will provide the following:

- Remote Monitoring of pre-determined storage resources
- Interception and initial analysis of exception conditions
- Management of exception conditions
- Regular reporting of performance and capacity
- A Service Delivery Manager to manage all aspects of the service

## / Service Objectives

To provide management of defined storage resources and to monitor and report on the performance of these resources.

## / Outline Definition

This service provides monitoring of defined storage resources with reference to:

- **Detecting exception conditions** (failed or non-performant resources)
- **Reporting** (exception reporting and trend analysis of pre-determined capacity and performance metrics)
- **Analysing exceptions** (first pass analysis of problems)
- **Managing exceptions** (ensuring problems are escalated to the correct party)

### Pre-requisites

- A full audit of the resources to be managed will be completed prior to commencement of the service
- Metrics to be monitored for each resource will be agreed before commencement
- Remote access to the customer systems to be monitored will be needed
- A Service Level Agreement will be entered into prior to commencement of the service

### Steps

- An Initial Meeting will be held with the client to agree the Terms of Reference for the initial audit service. This meeting should identify all the storage resources that are to be considered and identify client staff that will contribute to the audit
- The initial audit will be carried out and may

include one or more of the following;

- interviews, documentation reviews, onsite appraisal, auditing and analysis, potentially including the use of software tools to aid in gathering information
- The audit report will be discussed with the client and the Terms of Reference for the monitoring service will be agreed
- The monitoring service will commence when all the pre-requisites are met
- A Bull Service Delivery Manager will be responsible for the service after commencement
- Regular reporting and reviews will be carried out as agreed in the Terms of Reference

## / Deliverables

- Agreed Terms Of Reference for initial audit service
- Report on the audit stage
- Agreed terms of reference for the monitoring service
- Regular reports as agreed

## / Further Details

For further details please contact Bull at:

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Or call us direct on:

**0870 240 0040**