

The Hitachi Data Systems® Technical Services team offers a powerful, one-stop source for professional services that simplify enterprise management. Our highly experienced consultants work closely with you to define a total solution that makes the most of your existing IT investments, helping you transition to new computing environments if needed. Backed by structured methodologies that promote consistency and quality throughout the process, our team is trained in architectural analysis, configuration planning, and enterprise assessment. Whether you need to track hardware, ensure continuous data availability, or set the stage for the latest networking technology, you'll find exactly what you need in our comprehensive service offerings.

SAN Configuration Assessment and Management Services

Evaluating and managing SAN infrastructure and connectivity

SANs promise tremendous advantages in addressing the explosive growth of data storage. By adopting SAN technology, you expect to achieve greater scalability, availability, and reliability of storage and server resources while lowering your total cost of ownership. Like any new technology, however, SANs also pose a challenge, because the transition to SANs often requires extensive preparation of the infrastructure.

Two complementary services from Hitachi Data Systems help tackle the challenge of SAN infrastructure readiness and management. The **SAN Configuration Assessment Service** helps you determine whether your infrastructure can support the fiber optic transmission medium and control devices required by a SAN. The **SAN Configuration Management Service** helps you manage SAN infrastructure and connectivity issues. We document the physical infrastructure and train you in the management practices that will keep the data accurate and available. These services expedite problem determination and provide the structure for effective management of reconfiguration and equipment procurement.

Hitachi Data Systems offers end-to-end SAN services ranging from strategic/tactical design to installation and implementation. In addition, you can choose from a variety of services for assessing and planning data center cabling and configurations, designing and installing fiber optic components, and tracking every aspect of your hardware. Our storage solutions cover storage management, availability, DASD utilization, performance and tuning, DFSMS™/DFSMSHsm™ implementation and tuning, and tape optimization. These services help you take full advantage of your IT resources, and enhance the continuous availability and integrity of your mission-critical applications.

Approach

The **SAN Configuration Assessment Service** consists of four phases:

- Phase 1—Interview key operations management and staff, and gather data on the existing connectivity/cabling infrastructure to understand the current environment. Collect and evaluate existing documentation of hardware configurations and inventory. Review what is actually tracked, and examine the requirements for improving the value of the infrastructure.

- Phase 2—Conduct a preliminary physical audit of the existing cabling design to determine the box/unit count and connectivity information.
- Phase 3—Analyze the results of the audit and the data gathered and develop a tactical plan.
- Phase 4—Deliver strategy and make recommendations.

When the assessment is complete and if it is determined that you need further assistance, you can take advantage of the **SAN Configuration Management Service**, which consists of five phases:

- Phase 1—Review fibre plant/infrastructure management policies and procedures and identify practices that are not optimal. Conduct a physical audit of the existing physical infrastructure to determine all cabling and connectivity, down to the interface and device levels (cable types, lengths, and connections). Analyze the most cost-effective and efficient way to proceed with the implementation phase.
- Phase 2—Install configuration management software. Depending on the options you select, the software includes assets reports/diagrams, a graphical fibre transport system, work orders, Power Manager, and other asset management tools.
- Phase 3—Build CMS database and produce initial reports.
- Phase 4—Train your staff in the ongoing use and maintenance of the CMS database.
- Phase 5—Provide optional post-installation consulting for ongoing maintenance of configuration data, report customization, and connectivity.

Before commencing work on these phases, our Technical Services consultant(s) meet with your key management representatives and their staff to establish the scope of the service delivery, which will, in turn, help to define the statement of work. At the beginning of each engagement, we hold a kickoff meeting to document the project plan, the personnel requirements, and the timelines for delivery. At the same time, we establish the milestones and reporting mechanisms, so that you are always aware of the project's status.

We gather data about your current business processes, practices, and procedures, focusing on the physical implementation methods, documentation methods, and the practice of change management. We keep

you informed about any issues or consequences resulting from your choice of customized options. You can count on us to analyze any risks to your production environment, and to do everything in our power to ensure that our service activities will not affect your ability to conduct business.

Hitachi Data Systems' Technical Services engagement managers (EMs) are the focal point for the convergence of your needs and our solutions. The EMs are trained to assist you with all aspects and phases of the service—from initial needs assessment to project formation and pricing. The final pricing will depend on the options you choose and the particular hardware and software mix in your environment. Your Hitachi Data Systems EM can provide detailed information on this and our many other professional service offerings.

Final report

Hitachi Data Systems provides a final report that summarizes the findings of the evaluation, outlines any problem areas that have been identified—potential conflicts in processes, practices, procedures, and standards—and makes recommendations for resolving them. Both short-term and long-term changes recommended in the cabling infrastructure are documented, along with any specific areas that may require additional study. The final report helps you take advantage of new hardware and management techniques to implement the required connections for a storage area network.

Hitachi Data Systems— Transforming IT into Business Agility

Hitachi Data Systems' mission is to transform information technology into business agility by delivering enterprise-wide information management solutions to customers across the globe. These solutions are built on the world's leading IT foundation products for S/390,[®] Microsoft[®] Windows NT,[®] and UNIX[®] platforms. By providing the extreme availability and performance required for high-volume on-line transactions, Hitachi Data Systems' IT foundation supports the critical demands of globalization, consolidation, and e-commerce. Alliances with the industry's key software/hardware providers leverage Web-based technologies, storage area networks, and knowledge-building applications. And Hitachi Data Systems' professional services team integrates these diverse capabilities to secure the well-oiled information technology infrastructure that underlies true business agility.

For more information about these SAN Configuration Assessment and Management Services, please contact us at InfrastructureSolutions@hds.com

Hitachi Data Systems

www.hds.com

Corporate Headquarters
750 Central Expressway
Santa Clara, California 95050-2627
U.S.A.
(408) 970-1000
info@hds.com

Asia Headquarters
39-09 Tower One
Lippo Centre
89 Queensway
Hong Kong
2525-2385
infoasia@hds.com

Australia/New Zealand Headquarters
11-17 Khartoum Road
North Ryde NSW 2113
Australia
02-9325-3300
info@hds.com.au

Canada Headquarters
380 Saint-Antoine Street West
Suite 7000
Montreal, Quebec H2Y 3X7
Canada
(514) 982-0707
info@hdscanada.com

Europe Headquarters
Sefton Park
Stoke Poges
Buckinghamshire SL2 4HD
United Kingdom
01753-61-8000
info@hds.co.uk

Latin America Headquarters
750 Central Expressway, MS 3468
Santa Clara, California 95050-2627
U.S.A.
(408) 970-7447
infolatam@hds.com

U.S. Headquarters
750 Central Expressway
Santa Clara, California 95050-2627
U.S.A.
(408) 970-1000
ussalesinfo@hds.com

Hitachi Data Systems is registered with the U.S. Patent and Trademark Office as a trademark and service mark of Hitachi, Ltd. The Hitachi Data Systems logotype is a trademark and service mark of Hitachi, Ltd.

DFSMS, DFSMSHsm, and S/390 are trademarks of International Business Machines Corporation.

Microsoft and Windows NT are trademarks of Microsoft Corporation.

UNIX is a trademark licensed exclusively through X/Open Company Limited.

Notice: This document is for informational purposes only, and does not set forth any warranty, express or implied, concerning any equipment or service offered or to be offered by Hitachi Data Systems. This document describes some capabilities that may be configuration-dependent, and features that may not be currently available. Contact your local Hitachi Data Systems sales office for information on feature and product availability.

©1999, Hitachi Data Systems Corporation.
All Rights Reserved/CP8.5M099/PS-097