

*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, and help you transition to new computing environments, if needed. Backed by structured methodologies that ensure 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 services offerings.*

## SAN Enterprise Infrastructure Assessment Service

### Take the first step toward implementing storage area networks

You've heard about all the benefits of storage area networks—greater scalability, availability, and reliability of storage and server resources and a lower cost of ownership. But can your enterprise handle a successful SAN implementation? There's an easy way to find out. The SAN Enterprise Infrastructure Assessment (SAN-EIA) Service offers a systematic procedure for identifying and analyzing your organization's IT status and capabilities and determining business requirements for SAN implementation. By performing a SAN-EIA before undertaking any other SAN-related work, you get vital information about decision points for arbitrated loop or switched architecture, connection issues via ESCON® or SCSI or fibre channel, performance and capacity planning, device tape inventory, and SAN management considerations.

The SAN-EIA Service places the industry's most skilled Technical Services consultants at your side, ready to assist you in bringing your project to completion within budget and on schedule. This service is just one of many Storage Solutions offered by Hitachi Data Systems. You can take advantage of a broad suite of additional SAN services ranging from infrastructure

assessment to configuration, design, and implementation. We also provide services for storage management, business continuity, 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-EIA Service consists of four phases:

- Phase 1—Conduct interviews with your key management and staff members. Collect and analyze data regarding current documentation procedures. Collect information and document current data management policies. Determine operational requirements.
- Phase 2—Analyze results, formulate recommendations, define the methodology, and develop a tactical plan.
- Phase 3—Verify the methodology and approach developed in Phase 2. Confirm and corroborate the information gathered during Phase 1.
- Phase 4—Deliver and present the final report, which outlines the suggested strategy, along with other key recommendations.

Our Technical Services consultant(s) meet with your key management representatives and their staff to establish the scope of the service delivery, which, in turn, helps 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.

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.

Throughout the service engagement, 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 ensure that all activities will support the effective operation of your business.

## Tasks

As part of SAN-EIA, we determine your operational requirements, such as ease of operation and recovery, scheduling flexibility, exception reporting, and ability to use existing hardware and integrate with existing network software and tools. We also collect and analyze data for all the functional areas of your storage hierarchy and operating system infrastructure (both OS/390® and open systems platforms), covering:

- Hardware subsystem reliability, availability, and serviceability, along with high-availability features and designs
- Disk system scalability
- On-line/near-line strategies, requirements, and performance
- File system management shared files and volumes
- Naming conventions
- Storage management and monitoring
- RAID implementation
- Performance and tuning

- Backup, recovery, HSM, and disaster recovery
- Tape/media management
- Fault/event detection, fault isolation and diagnostics, problem correction and recording
- Tracking reports and metrics
- Installation, configuration, and environmental impact
- Instrumentation, console, and server management
- Service agreements
- Change management/version control
- Accounting, charge-back, and usage-based metering
- Second-site engineering

## Reports and presentations

Hitachi Data Systems provides timely, accurate, and inclusive status reports regularly during all phases of the project. We also give you a final report and presentation that summarizes the SAN-EIA Service findings, including the following:

- Assessment summaries of your storage infrastructure
- Gap analysis of the functions reviewed
- Outline of the risks relative to successful SAN implementation
- Listing of other infrastructure risks that may have surfaced during this engagement
- Action plan to resolve the gaps and deliver a high-performance environment for your SAN implementation.

## 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' Technical Services team integrates these diverse capabilities to secure the well-oiled information technology infrastructure that underlies true business agility.

For more information about the SAN Enterprise Infrastructure Assessment Service, please contact us at [StorageSolutions@hds.com](mailto:StorageSolutions@hds.com)

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