

IST Service Level Agreement Storage Area Network Services

Service Description

The Enterprise Storage and Backup Group (SBG) offers Storage Area Network (**SAN**) services for servers located in the Data Center at 2195 Hearst.

SAN maintenance services include monitoring and fault resolution for the arrays, switches and associated operating software.

SAN provisioning services include connecting Fiber-Channel ready servers to the SAN, presenting storage to the servers, and subsequently presenting additional capacity as necessary to accommodate growth.

SAN Maintenance Services

Service Availability

Service availability defines the percentage of time this service is guaranteed to be in operation (SAN connections up) within the service availability hours.

SBG guarantees SAN availability at a minimum of 99.9% per year for the following service availability hours:

- 24 hours a day, 7 days a week, except for scheduled maintenance performed on some weekend days between 6am and 12am. Some scheduled maintenance activities may cause service disruptions for certain applications.

Maintenance

Scheduled maintenance is performed on Saturdays or Sundays except during designated "no fly" periods such as the beginning of semesters or the end of the fiscal year. SBG will create Change Management Requests and email the Technical Contacts with one week advance notice for scheduled maintenance.

Emergency maintenance for equipment repairs, such as disk replacements, is performed as needed without requirement for advance notification to Technical Contacts. Note that some emergency maintenance work may involve service disruptions.

Incident Reporting

If the SAN service is down or malfunctioning, incidents must be reported to the IST Service Desk as follows:

- email servicedesk@berkeley.edu
- phone 642-8500

Customers will receive an automated email confirmation when an incident or emergency request has been received by SBG.

Response Time

Customers will be contacted within 90 minutes of notification during the following support availability hours:

- 24 hours a day, 7 days a week

SAN Provisioning Services

Requests

SAN provisioning requests may be submitted by

- email storageteam@lists.berkeley.edu

Customers will receive an email confirmation when a SAN provisioning request has been received by SBG.

Response Time

SAN provisioning requests will be completed or scheduled within 4 hours of notification to SBG during business hours which are:

- 8am to 5pm, Monday through Friday, excluding holidays

Implementation Scheduling

New SAN installations and capacity upgrades are scheduled during business hours:

- 8am to 5pm, Monday through Friday

Customers may have their service requests implemented at specific times beyond the business hour window; SBG requires one full business day's lead time to schedule such requests.

Customers must have Gold level support agreements in place for the servers with the responsible Systems Administration groups for implementation during the following hours:

- 6am to 10pm, Monday through Sunday

Escalation

If service requests are not implemented or scheduled within the response time window, customers may escalate requests by contacting the IST Service Desk as follows:

- email servicedesk@berkeley.edu
- phone 642-8500

Disaster Recovery

In the event of a disaster or if the Data Center is not accessible, applications will be restored in priority order per the Emergency Operations Center direction.

Customer Responsibilities

Contact Information

Customers must provide a Technical Contact for each server, who

- Provides support for the customer's application or can act as a liaison to the customer's application support group.
- Is available for troubleshooting issues during the support availability hours defined in this document.
- Triages issues from general end-users before submitting service requests to SBG
- Provides emergency phone contact information.
- Notifies application users of outages.

Installations/Upgrades

Customers should anticipate storage requirements for SAN installations. Depending on total capacity requested, SBG may require up to three months' advance notice for new storage allocations in excess of 1TB.