NEW YORK STATE CHIEF INFORMATION OFFICER
CIO/OFT
NEW YORK STATE OFFICE FOR TECHNOLOGY

inSERVICE Data Center CIO/OFT

Data Storage – Service Detail

Overview:

CIO/OFT offers several tiers of data storage to our customers who benefit from our Mainframe or Server Hosting services. Our data storage service allows our customers to match performance and availability requirements with cost to result in the best performance for the cost. CIO/OFT provides the best value of any storage offering and utilizes 100% of available storage capacity. Data Storage is billed based on allocated amount of disk on a monthly basis.

Features:

Data Storage – Tier 1

IBM Tier 1 is designed for the highest availability and performance requirements. It is built on completely redundant components with features for online firmware upgrades to minimize downtime. It uses the most current disk technology and is based on a cache-centric design that provides fastest response times while sustaining a large number of data transfers.

Tier 1 is most often selected for Business critical 24x7 Databases, fileservers and e-mail applications as well as for I/O intensive applications such as data warehouses.

Data Storage - Tier 3c

Tier 3c is designed as inexpensive magnetic storage used for long-term storage of fixed content, archived or reference data. The storage is normally characterized by much lower performance than Tier 1 storage. Data in Tier 3c is automatically mirrored and does not require backup to tape.

Tier 3c is most often selected for storage of images, documents, static content, archived data and reference data such as GIS data. It is recommended as the replacement for optical storage and for use with applications such as FileNet, Documentum, and IBM Content Manager.

Data Storage - Tier 3i

Tier 3i is designed as inexpensive magnetic storage used for test, quality assurance, development, or production application server environments. The storage is normally characterized by lower performance than Tier 1. It provides for the use of less expensive ATA disk drives and ethernet interfaces using the iSCSI protocol or as Network Attached Storage (NAS – NFS only). The Disk Subsystem uses a private, secure, and redundant Ethernet Data LAN rather than fiber channel as used by Tier 1 disk. Some uses may be as disk for Windows and Unix applications, SQL databases, Windows file servers, and e-mail applications.

CIO/OFT provides complete management of provisioning, monitoring, performance, capacity planning, architecture/design, and reporting/billing.

- **Provisioning:** Adding or removing distributed systems servers from the SAN and/or allocate and reallocate disk volumes from servers or mainframe systems as required. Configuring and expanding storage network and disk resources as required.

- **Monitoring and Problem Resolution:** Actively monitor the storage network and disk infrastructure for impending failures and resolve storage infrastructure problems. Work with vendors to upgrade firmware and patches associated with the SAN and Disk Subsystems as required.

- **Performance:** Review the storage infrastructure performance within the SAN and the disk subsystems and work with customer and system administrators to identify storage related performance issues and resolve or recommend solutions.

- **Capacity Planning:** Review storage infrastructure resource utilization and reconfigure, tune or expand the infrastructure as necessary to make resources available to meet customer requirements.

- **Architecture and Design:** Architect and design cost effective SAN and tiered disk solutions based on best practices for security, performance, availability and scalability.

- **Reporting and Billing:** Track disk resource utilization by customers and provide monthly billing reports.

Cost:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.