

## **Scope of Work for Storage Support**

### **Synonyms**

DC=Datacenter,	OEM=Original Equipment Manufacturer
SOW=Scope of Work	SI= System Integrator
DR=Disaster Recovery	SLA=Service Level Agreement
HO=Head Office (Natraj)	RCA=Root Cause Analysis.
OS=Operating System	SCD= Secured Configuration Document
SBIL=SBI Life Insurance	VA= Vulnerability Assessment

### **Objective**

To manage Storage Infrastructure Support operation of SBI Life Insurance Co. Ltd., from Belapur location. To ensure optimal performance and desired level of availability of all IT Storage Infrastructure components. The service shall ensure a reliable and end to end management of Storage Infrastructure setup located at DC-Belapur, HO-Andheri-Seawoods & DR- Hyderabad.

### **BRIEF DESCRIPTION**

- 1) Availability, Performance and Capacity Management**
- 2) Change Management**
- 3) Incident & Problem & Fault Management**
- 4) Service Management**
  - a) Storage Management L2 Support**
  - b) Storage Skill Set**
  - c) Team Structure & Support Windows**

#### **1. Availability, Performance and Capacity Management**

- ⇒ Ensure 99.9 % uptime & availability of Storages at DC, DR & HO locations
- ⇒ Update & maintain All Location Storage Inventory with all relevant details
- ⇒ Monitoring the storage array, LUN/Volume performance
- ⇒ Capacity Planning as per Storage space usage and forecasting.
- ⇒ Projection of Storage space capacity.

Vendor will make all efforts to ensure that there is 99.99% up time calculated on monthly basis for HA related servers and services and 99.50% for Non-HA components mentioned in SOW. The downtime however will not be in effect under the following conditions:

- ✓ Downtime due to Network failure.
- ✓ Downtime due to any other infrastructure failure.
- ✓ Planned downtime scheduled by SBIL for Activity like Patch management, DR Drill, Maintenance Downtime

#### **2. Change Management**

- ⇒ Configurations of the storage array, LUN/Volume.
- ⇒ Ensure timely implementation/up gradation of Firmware's/codes released by OEM as per recommendations.

### 3. Incident, Problem & Fault Management

- ⇒ Configuration, monitoring & analysing the event, alert logs & taking appropriate action.
- ⇒ Pro-active measure & preventive measure for problems/errors/issues.
- ⇒ Timely coordinate & follow-up with Storage OEM like HPE/DellEMC/Netapp for open cases and ongoing issues
- ⇒ To work on root cause analysis (RCA) for incident occurred & document preparation

#### a) Storage Admin L2

- ⇒ Allocation/Configurations of Storage Volume as per requirement from DBA, Applications Teams.
- ⇒ DR drill support from Storage replication aspect.
- ⇒ Submit monthly Storage Capacity report to reporting manager
- ⇒ SOP Creations of the day to day task which are performing on Storage and SAN Switch's
- ⇒ Ensure to follow hand-over process with teammate and team leader
- ⇒ Should be working on Storage administrative console of HP-XP7, HP 3PAR, Dell EMC, Netapp, Huawei.
- ⇒ Should be working on Storage administrative console of Brocade SAN fabrics for Zoning of Devices.

#### b) Storage Skill Set

- ⇒ Minimum one Storage certification of Enterprise class Storage from any OEM.
- ⇒ Basic knowledge on VMware vSphere.
- ⇒ Having good knowledge on native commands of SAN Switches.
- ⇒ Having good hands on knowledge on SAN/NAS/DAS.
- ⇒ Should have understanding on Storage Replication technology.
- ⇒ Should have understanding on Backups & Tape Drives technology.
- ⇒ Strong troubleshooting skills in storage environment & solving problems.
- ⇒ Knowledge around security best practice and understanding of vulnerability assessment related to storage codes.

#### c) Team Structure & Support Windows

Storage Admin	Count	Support Window	Location
Level L2	1	8 x 6	Belapur

- ⇒ Should support on Storage code, firmware upgradation whenever it is planned with Onsite Presence.

**Note:** The above lists of activities are to be carried out by the resources but not limited to the above.

**Note:** list of activities mentioned in all above table is exhaustive but not comprehensive.