



STORAGE SERVICE DEFINITIONS FOR E-INFRASTRUCTURE OPERATORS

RDA, Storage Service Definitions WG

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■ About CESNET

- e-Infrastructure for Research and Academic sector
- Data Storage (DS), Cloud Computing, etc.
- DS annual investment approx.: € 0.8M

■ Data Storage:

- four data centres—all in the Czech Republic
- total capacity 42 PB
- currently all HSM, plan to deploy Object Storage

- Public tenders
 - about € 0.8M annually
 - need of very accurate and complex definitions
 - both technical and service requirements
 - 40% of tender description = definitions
- Internal (organizational) processes setup
 - service/process certification (ISO, ...)
 - security reasons, data protection (GDPR, ...)
- Service description, process of data handling
 - users—optimal way of usage for their use cases
 - management—understand the systems for strategic decisions

¹Storage Service Definitions :-)

- knowledge of provided services ~> hardware maintenance, reliability
- technical definitions
 - HSM—tier specifications, network infrastructure, server structure, . . .
 - High Availability (HA), active-active, active-passive
 - TiB and TB, TBW—Terabytes Written
- service definition, consequent of technical definitions
 - SLAs—categories, reaction times, . . .
 - service description—data handling on DS, migration among HSM tiers

- Public tenders—buyer, vendor
 - Buyer
 - no large definitions in public tenders—reference to existing definitions (RDA?) ~~~ reduce 40% of repeating documentation
 - eliminate “unwanted technology”
 - Vendor
 - clear specification, SLAs, no space for misunderstanding
- Internal processes, security, . . .
- Last but not least—clarity of service definitions for end users

- Thank you for your attention. Questions?

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