

User Network Storage Management

Service Name	User Network Storage Management
Description	Provides a service to maintain and support infrastructure digital storage assets used to underpin IT and business services.
Eligibility	Faculty, staff and students are eligible for this service.
How to Request Service	<ul style="list-style-type: none"> • Approved work Requests • Escalated Incidents or Problems from the IT Service Center
Availability	Business Preferred - Availability target is 24X7X365 except for scheduled maintenance, holidays or dependent party outages. Systems may have limited or no redundancy. Systems have receive priority support during business hours. Limited on-call support response may be available outside of business hours. Full Support Center Service request schedule is available.
Charges	There are no charges for this service.
Service Line	Systems and Networks
Features	<ul style="list-style-type: none"> • Plan, install, configure and test storage infrastructure components and connectivity • Redundant, replicated, secure network storage space for end-users • Storage snapshots for self-service recoveries • Storage quota management • Enterprise appropriate storage permissions access rights • Consultation and storage recommendations for special needs and projects • Shared storage areas • Encrypted enterprise storage for special compliance requirements • Cloud Storage solutions with generous limits for touch devices, browsers, multi-form-factor and multi-platform use • Data Backup and Retention Policies for enterprise storage
Owner	Cathy Frazier
Pre-requisites	
VP Customer	Vice President of Finance and Administration
Delivery Channels	<ul style="list-style-type: none"> • Satisfied Work Requests • Consulting and Support
Service Targets	<ul style="list-style-type: none"> • 8 hour response target time for internal network storage access issues. Cloud storage services subject to vendor SLA.