

SAN assessment services

The Comport Assessment Service for SAN's offers customized technical and operational guidance to customers employing HP storage subsystems and the interconnecting storage area network (SAN) infrastructure.

In a typical engagement, Comport will perform a detailed discovery using HP's proprietary toolset to gain an understanding of the configuration of your storage devices and SAN topology. The findings from this process will be compared to HP best practices and industry standards as defined by IT Service Management (ITSM) disciplines. The results of the evaluation will be quickly and efficiently processed into information you can leverage. This information, in the form of a comprehensive Comport SAN Assessment report, will be summarized by Comport with recommendations that are intended to improve availability levels and ongoing management of your storage and SAN environment. Comport will update the SAN Assessment report quarterly.

BENEFITS

- **Rapid and thorough processing** of comprehensive discovery information into meaningful, relevant results and recommendations that can be used to optimize your SAN
- **Proactively exposes single points of failure** and other potential issues to the availability of your SAN configuration, decreasing the potential for unplanned downtime and encouraging higher productivity
- **Delivers clear documentation** to allow for optimal SAN management
- **Provides reusable intellectual capital** for future SAN implementations, allowing faster integration times and lower IT staff involvement
- Service performed with no **required SAN downtime**
- **An annual service** that is refreshed quarterly to help keep your SAN performing efficiently as your business evolves

FEATURED HIGHLIGHTS

The Comport Assessment Service for SANs evaluates supportability of your current SAN based on the guidelines of HP and other major storage vendors by identifying issues that may negatively impact stability, availability, or supportability. Features include:

- SAN topology baseline
- Device configuration data
- HBA drivers
- Report review
- Node list, zoning, and port mapping
- Identification of single points of failure
- SAN firmware
- Compatibility

- ◆ consolidation
- continuity
- compliance

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Features	Delivery Specifications
San Topology baseline	SAN topology snapshots in HTML and Microsoft Visio formats provide a baseline for future growth or expansion of the SAN
Node list zoning and mapping	Node list, zoning, and port mapping reports indicate point-to-point physical connections and port detail.
Device configuration data	Device configuration data is provided, including host device firmware versions, port settings, and information about Customer selected hosts, including operating system, and Worldwide Node Name.
Identification of single points of failure	Single points of failure in the Customer's SAN Infrastructure devices are identified.
HBA drivers	Analysis and recommendations for supported host bus adapter (HBA) drivers are provided.
SAN firmware	SAN firmware analysis and recommendations are provided.
Report review	Results of the Comport Assessment Service for SANs, including presentation of findings and recommendations, are reported to the Customer's personnel or designates, and updated quarterly.
Compatibility	The service is compatible with most major operating systems on which HP storage devices are supported.

SERVICE LIMITATIONS

- The service deliverables are limited to supported HP storage. Most Fibre Channel switches and servers as well as operating systems compatible with HP data collection methods are supported.
- Only HP storage arrays are supported.
- Many, but not all, operating systems are supported. Consult your Comport representative for details.
- The Comport Storage Assessment Service for SANs is limited to thirty (30) hosts at a single physical site.
- Environments outside these parameters can be accommodated at additional cost. Please contact a Comport representative for pricing.
- Portions of this service may be delivered remotely or onsite, at the sole discretion of Comport.
- The ability of Comport to deliver this service is dependent upon the Customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the customer provides to Comport.
- This service is delivered during Comport standard business hours. Service delivery outside these hours is available at additional cost.
- Deliverables other than those explicitly defined in this document, including but not limited to SAN performance metrics, are specifically excluded from this service.

Comport Consulting is all about solutions — answers that address the data challenges faced by your growing company.

Over the past three decades, we've grown into one of the area's most respected VARs for enterprise storage, server consolidation, compliance & archiving, information lifecycle management, and business continuity solutions.

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