STORAGE STRATEGY WORKSHOP

What is your storage and backup team's delivery strategy?
Shouldn't you have one?

If you are a storage manager or IT director, you may have never been asked these questions; but the lack of a storage strategy could be one of the largest gaps in governance — the glue that binds your service model. That service model is made up of an equal balance of process, organization, technology and governance and should include guiding principles/strategy.

So, what defines a strategy and why is it important? Let's start with this... are you reactive or proactive? Do you get in front of issues or are you putting out fires? Does your storage and backup solution run things or do you? Until you build out a strategy, you are doomed to chase problems as your infrastructure runs you versus you running your infrastructure.

Strategy is not a phrase or a mission statement

It is a well-fashioned plan with clear, interlocking context. Mainline's Strategy Workshop leverages a method based on sound service management principles (see figure 1). In a single workshop, we map your challenges and pain points including projects in flight, identify your strengths and weaknesses, facilitate a strong list of objectives to achieve, and craft a vision (future attainable state) and mission statement (the means by which you will achieve that vision) for your storage and backup team. We involve your management and your team to achieve a direction bought into by the entire extended team.

Strategy is meant to be fluid

Strategy is meant to change over time, and when managed like a good change management process, it empowers both the management and the delivery team. Like any process, it is documented, published and maintained. It has an owner, and when your pain points and challenges are resolved or a related business changes, this strategy and all of its context needs to be updated as part of that maintenance process. The new strategy gets published. Gone are the days when the business goals you've been implementing with your team for the past calendar year are treated like a misunderstanding or a mistake. It is okay and part of the process to make changes to your business direction, but do it with a "heads-up" for your team and your management.

**The results will define each element of your strategy including:**

- Your IT and storage backup team business challenges/pain points
- List of projects or initiatives you are already working on
- What your team is skilled at delivering
- Areas your team needs assistance with
- List of objectives used to build vision and mission
- Validated vision statement
- Validated mission statement

Service Features

- Delivers a complete storage and backup strategy definition, also known as guiding principles
- Accelerated delivery via a face-to-face meeting in less than a day — typically in a one- or two-hour session
- Facilitated with a business consultant and a storage expert
- Easily bolted onto a larger initiative to enhance the results

Service Benefits

- Allows you to think strategically while acting tactically to establish your strategy
- Elevates your management job from being a reactive "firefighter" to a proactive problem solver, over time
- Focuses your management team on the business direction for storage and backup services
- For many, it is the first time the extended team has been involved in making a meaningful contribution to how their team can be more responsive to the needs of the business
- Builds team unity as team members are now empowered to act toward the common goal
- The strategy becomes a source of pride to the team as they go about implementing best practices
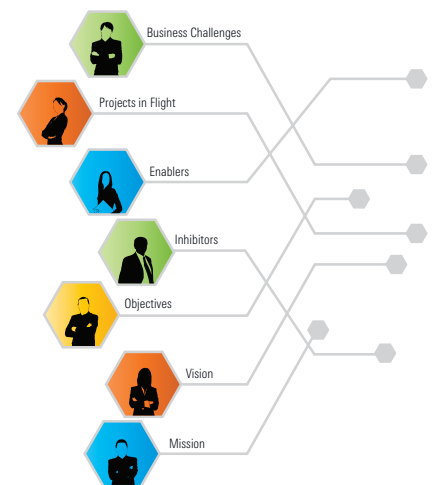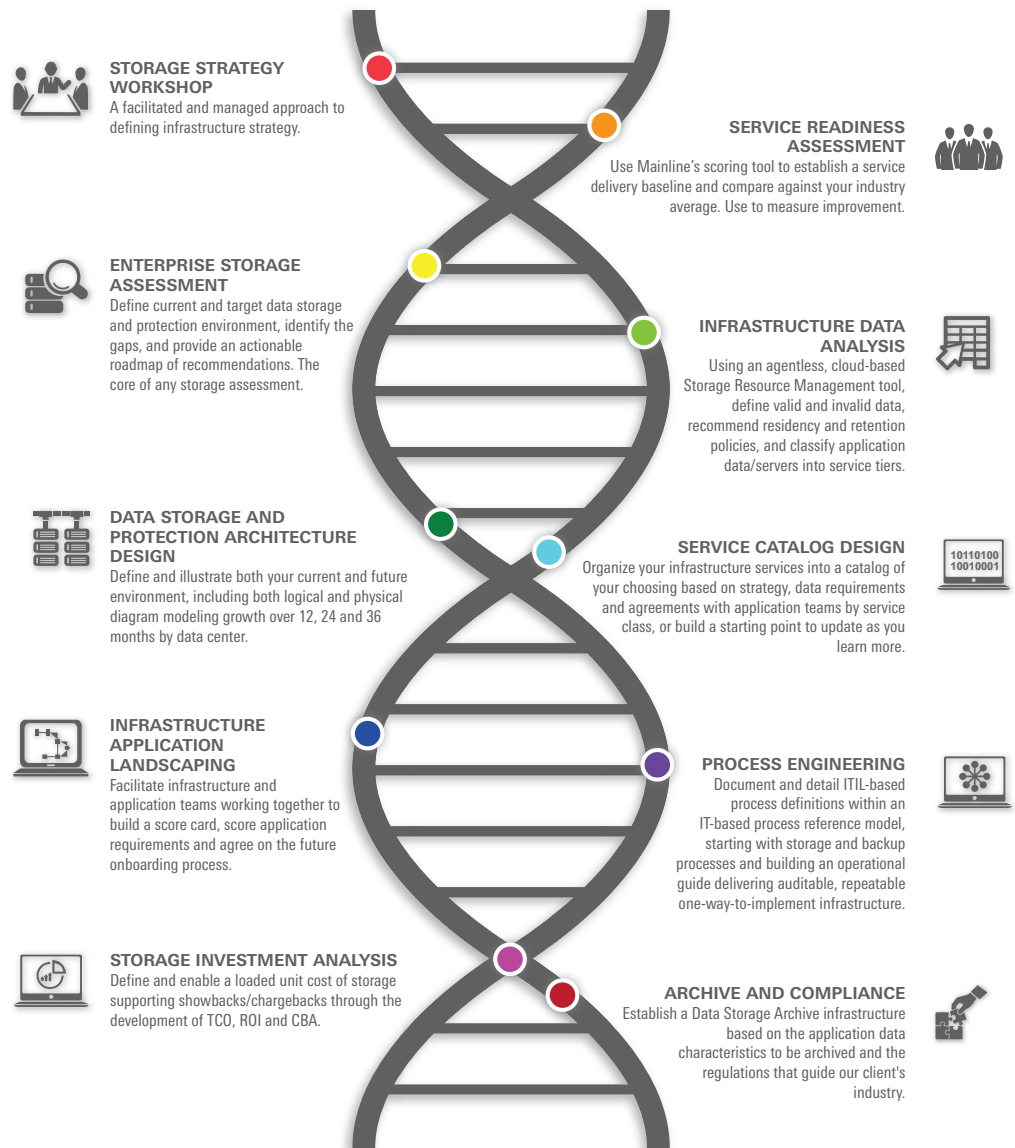
Storage Strategy Workshop is part of Mainline's larger storage assessment methodology

Mainline's Storage Assessment methodology consists of ten service areas that can be delivered as a whole to exploit the inherent synergy, or they can be delivered as stand-alone services, depending upon where you are in the storage transformation journey.

Storage Strategy Workshop provides additional value when delivered with the following services within the methodology...

- **Enterprise Storage Assessment** with a defined storage strategy reduces up-front data gathering and time spent defining a target environment and provides excellent content in the prioritization of identified gaps. Also see service components synergistic with Enterprise Storage Assessment.

- **Infrastructure Application Landscaping** is for most a missing part of the storage strategy - to work closely with application teams to specifically address their wants and needs.

- **Infrastructure Data Analysis** provides an objective measure of the needs of applications through the analysis of metadata, offering a starting point application landscaping.

STORAGE STRATEGY WORKSHOP
A facilitated and managed approach to defining infrastructure strategy.

SERVICE READINESS ASSESSMENT
Use Mainline's scoring tool to establish a service delivery baseline and compare against your industry average. Use to measure improvement.

ENTERPRISE STORAGE ASSESSMENT
Define current and target data storage and protection environment, identify the gaps, and provide an actionable roadmap of recommendations. The core of any storage assessment.

INFRASTRUCTURE DATA ANALYSIS
Using an agentless, cloud-based Storage Resource Management tool, define valid and invalid data, recommend residency and retention policies, and classify application data/servers into service tiers.

DATA STORAGE AND PROTECTION ARCHITECTURE DESIGN
Define and illustrate both your current and future environment, including both logical and physical diagram modeling growth over 12, 24 and 36 months by data center.

SERVICE CATALOG DESIGN
Organize your infrastructure services into a catalog of your choosing based on strategy, data requirements and agreements with application teams by service class, or build a starting point to update as you learn more.

INFRASTRUCTURE APPLICATION LANDSCAPING
Facilitate infrastructure and application teams working together to build a score card, score application requirements and agree on the future onboarding process.

PROCESS ENGINEERING
Document and detail ITIL-based process definitions within an IT-based process reference model, starting with storage and backup processes and building an operational guide delivering auditable, repeatable one-way-to-implement infrastructure.

STORAGE INVESTMENT ANALYSIS
Define and enable a loaded unit cost of storage supporting showbacks/chargebacks through the development of TCO, ROI and CBA.

ARCHIVE AND COMPLIANCE
Establish a Data Storage Archive infrastructure based on the application data characteristics to be archived and the regulations that guide our client's industry.

EXPERTISE YOU CAN TRUST

- Eighty-five storage experts skilled in storage solutions from every major vendor

- Decades of industry expertise in designing, implementing and optimizing storage solutions for environments of all sizes

- Services covering product implementations, complex data migrations, information lifecycle management, storage assessments, and advanced archiving and protection strategies

- Residencies and managed storage services to improve storage operations and reduce operating cost

Next Steps:

Contact your Account Executive, or you can reach us at StorageServices@mainline.com.

For more information on our storage services, go to http://mainline.com/storage-transformation.