Figure: SAN Tiers			

Raw—100% of the physical capacity of the storage frame.			
	Usable—space available after appropriate RAID configuration.		
		Allocated—GBs of space allocated for use	
			Utilized—actual space consumed

Tiers	1	2	3
Resource Unit	Usable GB (Pre-Transformation) Allocated GB (Post Transformation upon agreement)	Usable GB (Pre-Transformation) Allocated GB (Post Transformation upon agreement)	Usable GB (Pre-Transformation) Allocated GB (Post Transformation upon agreement)
Description	Mission-Critical Broad Visibility / Impact / High I/O	Business-Critical, Vital systems Broad Visibility / Impact	Archive—Online / Long Term retention
General Requirements	High Availability High Scalability Redundant Connections Scalable Performance Enterprise class disk Non-disruptive Backups Rapid Restore · HA Business Continuance · Advanced Recovery · Remote Data Facility · Mirroring (optional)	High Availability High Scalability Redundant Connections Scalable Performance Test Environment/ backup (hot-site) Point-in-time, snapshot	High Availability High Scalability Utility Performance Fixed content Deep archive
Availability Management			
Typical Availability	100.00%	99.90%	99.90%
Incident and Problem Management			
Technical assistance contact hours	24x7x365	24x7x365	Built in recovery, maintenance as a schedule not by call
Hardware / Software			
Array type	Symmetrix DMX	CLARiiON CX	Centera
Drive Geometry	73GB—15K RPM 146GB – 10K Fibre Channel	146GB—10K 300GB—10K Fibre Channel	320GB—5400 RPM ATA
Data Protection	RAID 1 or Raid 5	RAID 1 or RAID 5	RAID
Base Software	Equivalent—Control Center Package, SAN Manager, Optimizer	Equivalent—Navisphere Enterprise Management Package, Control Center Interface, SAN Manager,	Preconfigured and self-managing
Local Replication Per GB usable	TimeFinder/ Mirror, TF/ Clone	Optional—SnapView	Built-in Replication
Remote Replication	Not in the GB charge for the Storage Tier—Available through Tier 1 & Tier 2; Remote Replication	Not Available	Not Available