

IOT VMware & Storage Services - 2021

Who We Are: An 7-member team that manages the storage infrastructure for all state agencies.

Our Mission: Maintain/maximize storage uptime while protecting data & keeping current on technology.

Department: 493022

Manager: John Thatcher

What We Do:
Support all storage offerings provided for the State of Indiana.
This includes licensing, monitoring, and maintenance.

Our Products:

1052	Virtual Server Hosting	1177F	Additional Gig SAN
1052A	VirServer Hosting (+ CPU)	1177K	Isilon Fast Tier
1052B	VirServer Hosting (+ GB RAM)	1177L	Isilon Medium Tier
1177A	Tier 1 SAN Storage	1223A	Archive Storage
		1223B	Data Protection

Our Tools:

ASM - Ticket Management and SLA Measurement
FileZilla - Transferring files to/from agencies/vendors via secured FTP
Notepad, Notepad ++, Wordpad - Viewing and editing text files
Putty - SSHClient for connecting to AIX/Unix/Linux (Exadata) servers
TreeSize Professional 4Server file admin (finding out-dated/large/hidden files)
WinSCP - Transfer Oracle software and patching to servers
VMware Horizon – virtual workstation administration
DCNN - Administration for the SAN Switches

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays
Resolve customer issues within 32 IOT business hours 90%+ G; 87%+ Y; <87% R
Storage Availability 99.9%+ G; 96.9%+ Y; <96.9% R

Our Customers: Executive Branch, Judicial Branch and Secretary of State.

Our Budget: \$12 million

Our Growth:

Block – 931 TB Total Size – 2% Annual Growth
File – 1 PB Total Size – 8% Annual Growth

Recent Major Accomplishments:

- Data protection rate revision.
- Archive storage offering completion.

Current Projects:

- Refreshing Isilon Infrastructure
- VDI Implementation
- Storage for Centralized Logging