



Datasheet

Adopt a Storage Services Model with NetApp Service Level Manager

Improve operations with predictable performance and cost

Key Benefits

Effectively Manage Risk

As a joint activity between business and IT, clearly define application criticality based on the impact to the business. Then assign the service level to meet capacity and performance requirements.

Deliver Predictable Service

Proactively plan desired performance with configuration designs that allow you to consistently achieve service levels, eliminating bottlenecks and poor performance.

Optimize Cost Management

Make smart investment decisions by using fact-based metrics to deliver predictable performance at a predictable cost.

Minimize Risk with Proactive Service Management

Are your applications behaving as expected? If not, this could significantly affect your bottom line—revenue, brand, and customer satisfaction. Every infrastructure has limited capacity. Underdelivering performance for one application means that you are overdelivering performance for another. Without clear alignment between the business and IT, risk is introduced across the environment—costs go up, and performance goes down.

IT is often blamed for poor application performance because of storage configurations. However, without predefined service levels in place—that measure actual delivery against key metrics—it is impossible to deliver predictable performance at a predictable cost. To accomplish this goal, limits must be defined. The foundation for building service levels requires:

- Metrics that track capacity and performance against application performance expectations
- An understanding of price per gigabyte—knowing the IOPS/TB value that describes both performance and capacity delivered
- Knowledge of available capacity and how much applications are actually consuming

Designing storage services that consistently meet the application cost and performance requirements is a critical component to your success.

NetApp Service Level Manager

NetApp® Service Level Manager software is a management tool that can help your organization optimize storage operations for predictable service levels—simplifying data management. With this capability, you can define service-level objectives that accelerate the transition to storage as a service offerings and implementation of private clouds. Service Level Manager helps you:

- **Standardize.** Simplify storage provisioning with a service catalog of predefined service levels that are based on capacity and performance requirements.
- **Automate.** Accelerate service activation with intelligent provisioning to optimize resource usage.
- **Monitor and regulate.** Establish a feedback loop that continually checks conformance against defined service levels to deliver predictable service levels.

IT can provision storage that meets capacity and performance requirements, with an emphasis on cost optimization. The result is a storage consumption model that is easy to use and that consistently delivers predictable service levels.

NetApp Service Level Manager

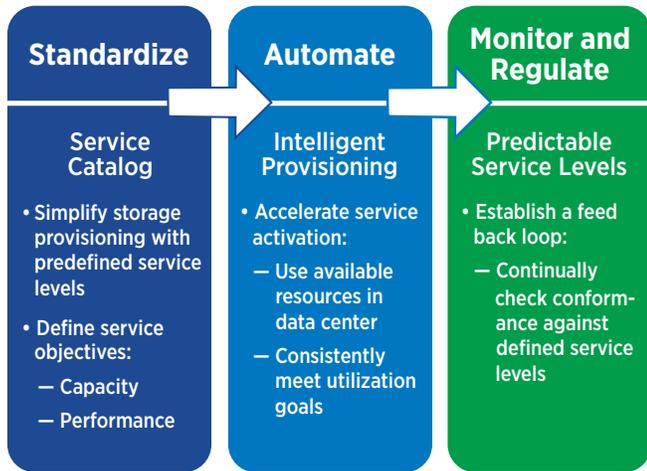


Figure 1) Optimize storage operations for predictable service levels.

Understand Risk in the Storage Service Design

Storage service levels are one of the best ways to control IT risk. The first step is to understand exactly how applications and infrastructure relate to the business. This step requires a shared understanding of the impact of a data disruption:

- **Know the business criticality.** Determine the business impact and tolerance for downtime by each application.
- **Recognize risks in the storage design.** Understand when impact levels shift from minor to severe, and assign the service level that best meets capacity and performance requirements.
- **Use facts to define service levels.** Establish IT service levels by using facts that are qualitative and quantitative and that are delivered consistently across the entire enterprise.
- **Automate for consistency.** Accelerate service delivery with self-service activation. Just set policies and run.

Deliver Predictable Storage Services

Service Level Manager makes it easy to define predictive storage performance tiers and build a service catalog. A data-driven model that looks at both performance and capacity helps identify, manage, and deliver the appropriate level of storage service. With I/O limits in place, applications are kept within the IOPS range that is defined for their service level. This approach

prevents one application from starving other applications of performance resources within the same storage array. You can:

- **Move from reactive to proactive management.** Design a service catalog that offers predefined service levels that meet the capacity and performance requirements of applications and services.
- **Define a fact-based service catalog.** Gather, analyze, and visualize the I/O density of all applications to profile application performance across the entire infrastructure and to design a fact-based architecture. The result is optimal usage of high-performance storage capacity.

Make Smart Investment Decisions

A key storage design metric for cost optimization is IOPS/TB. By knowing this value, you can offer a range of service tiers that are based on price/performance requirements, such as:

- **Value level:** delivers acceptable performance for noncritical applications and services at an affordable cost
- **Performance level:** delivers enhanced performance to meet the requirements of the majority of services at a higher price
- **Extreme level:** delivers a low-latency service level that meets the performance demands of applications and services that have the greatest impact on the business, at the highest price

With clearly defined cost enforcement policies, your organization can make investment decisions that deliver service levels with the performance and capacity to meet business requirements. With a service catalog, business units can quickly launch new services at a cost that is consistent with business criticality.

Summary

NetApp Service Level Manager helps IT organizations manage storage by service-level objectives. By adopting a service-level approach to data management, IT can extend the capabilities of your existing staff and infrastructure and can do more with less.

About NetApp

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

www.netapp.com