



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 17-12: New Service Offering: Storage as a Service (STaaS)

ISSUE DATE: November 7, 2017
ATTENTION: All Customers
ACTION REQUESTED: If interested, submit a Service Request
EFFECTIVE DATE: October 30, 2017

Overview:

The California Department of Technology (CDT) is now offering Storage as a Service (STaaS) at the Rancho Cordova and Vacaville data centers. STaaS is a cloud storage solution provided by Enterprise Networking Solutions, Inc. (ENS-Inc), on a subscription pay-per-use basis.

The STaaS offering has four tiers of storage. Each tier includes: encryption at rest; uploading or downloading data; and either a fiber channel or an IP connected storage system. Basic features for each tier are as follows:

Tier	Server Location:	Response Time < or = to:	Activity
I	Tenant Managed Services	5 milliseconds	Read/Write
II	Tenant Managed Services	25 milliseconds	Read/Write
III	Tenant Managed Services or Connected to CDT's WAN	100 milliseconds	Read/Write
IV	Tenant Managed Services or Connected to CDT's WAN	4 hours	To present data

The following additional service options are available to STaaS customers, at an additional cost.

- **Storage Seeding Device**--provides a NAS device to migrate data to the STaaS environment.
- **Defective Media Retention**
- **Enhanced Features:**
 - Data Replication between CDT Data Centers
 - Data Replication between the Customer sites and STaaS
 - Encryption in Transit
 - SNAP copies (local and remote)
- **STaaS Consulting Services**—available for planning, implementation and migration services.

For additional information, visit the [CDT service catalog](#).

Action Requested:

To request STaaS, submit a Service Request (SR) as follows:

- Go into the Service Request Management Console and select Request Entry
- Select Software Services
- Select VHSS Services
- In the VHSS Product field, select STaaS on-premises.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [directory](#), or call Customer Engagement Services at (916) 431-5390.

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