

Service Level Catalog



		Alignment Attributes		Tier 1 \$10K TB	Tier 2 \$5K TB	Tier 3 \$2K TB	Tier 4 \$1K TB
		Scheme	Specification				
Primary Storage	Guaranteed Performance	Performance throughput per port (I/O sec)		5,000+	Up to 5,000	Up to 3,500	Up to 1,500
		Response time (ms)		< 8ms	7-14ms	12-30ms	12-30ms
	Availability	Maximum unplanned downtime per year (minutes)		< 26.5	< 26.5	< 52.5	< 263
Archiving Storage	Performance	Response time		< 1 second	< 1 second	< 24 hours	
		Throughput		<= 300 Mbps	<= 700 Mbps	<= 280 Mbps	
	Availability	Maximum downtime (yr)		< 5.25 minutes	< 52.56 minutes	< 175.2 hours	
	Retention & Disposition	Retention period		< 30 years	< 10 years	< 3 years	
		Data shredding compliance		Yes	No	No	
	Accessibility	Read / annual access frequency		< Hourly	< Hourly	Daily	
	Data Integrity	Guarantee of authenticity		Yes	No	No	
Offsite	Recovery point objective		< 1 minute	< 28 hours	< 38 hours		
Operational Recovery	Recovery Classification	Recovery classification		Complete application restore	Complete application restore	File or file system restore	File or file system restore
	Operational Recovery Point Objective	Amount of data loss		1 hour	24 hours	24 hours	30 days
	Operational Recovery Time Objective	Time required for recovery		< 30 minutes	< 30 minutes	7 GB/minute	.5 GB/minute
	Recoverability	Ability to recover backed up data		100%	100%	98%	95%
	Retention period	Length of time that data is retained		2 hours	24 hours	3 Weeks	15 months
Disaster Recovery	Disaster Recovery Point Objective (RPO)	Amount of data loss		0 minutes	< 4 hours	24-48 hours	24-48 hours
	Disaster Recovery Time Objective (RTO)	Time required to restore data		< 2 hours	<12 hours	< 48 hours	<72 hours