

Service certificate

ServiceID	SRV00079
Service area	Managed Services
Service name	Storage as a Service
Summary	Provision of data storage via a central, client-capable storage platform (the storage can be reached via a network connection)
Service level in accordance with SLA documentation	Bronze (10x5xNBD) Silver (13x6xNBD) Gold (24x7x4)
Annual availability (at least)	All single storage types 99.5% except NAS at 99.0% Redundant storage types 99.8%
Scope of services	<ul style="list-style-type: none"> Provision and operation of hardware and software (storage media) for the storage (storage system) Storage system administration (configuration, troubleshooting, and monitoring of operations): The following protocols/technologies will be supported by default: iSCSI, S3, and SMB. The RFC specifications apply for this. <ul style="list-style-type: none"> RFC 1001, 1002 iSCSI 3720, 3980, 4850, 5048 S3 2616
Service parameters	<p>The storage versions differ by technological design, replication factor, and performance capacity. The following versions are offered. Settlement takes place per started GB unless defined differently.</p> <p>SSD (Block), max. 5,000 IOPS / max. 10,000 IOPS</p> <p>SSD (Block), metro (RZ-redundant, synchronous), max. IOPS 5,000; 10,000</p> <p>NVMe (Block), max. IOPS 25,000; 50,000; 100,000</p> <p>NVMe (Block) metro (RZ-redundant, synchronous), max. IOPS 25,000; 50,000; 100,000</p> <p>HDD (NAS)</p> <p>HDD (NAS), RZ-redundant, asynchronous</p> <p>S3-HDD (Object) EC-Area1 (DCRN I) per TB</p> <p>S3-HDD (Object) EC-Area2 (DCRN II) per TB</p> <p>S3-NVMe (Object) RF3-Area1 (DCRN I)</p> <p>S3-NVMe (Object) RF3-Area2 (DCRN II)</p> <p>Object-HDD-RF3-Area1 (DCRN I)</p> <p>Object-HDD-RF3-Area2 (DCRN II)</p> <p>Object-NVMe-RF3-Area2 (DCRN II)</p>
Power distinction	<ul style="list-style-type: none"> Snapshots are not included Saving, archiving, or backups not included
Maintenance Window	Wednesday, 10 pm, to Thursday, 5:00 am Saturday, 10 pm, to Sunday, 5:00 am
Customer's contribution obligations	Unplanned storage expansions in excess of 50% must be coordinated and agreed in advance.
Delivery time	Best effort, usually max. 3 working days