

# INDEX

## A

- adaptive volumes, MonoSphere, 138**
- administrators, storage, 117–118**
- adoption technologies, 86–89**
- analysis, value case**
  - DAS-to-NAS migration, 79–81
  - DAS-to-SAN migration, 72–76
  - iSCSI implementation, 81–82
  - storage consolidation, 76–78
- architecture, storage, 117**
- arrays, JBOD (Just a Bunch of Disk), 167**
- ASM (automated storage management), 136**
- asynchronous replication, 47**
- ATM (asynchronous transfer mode), 50**
- automated storage management (ASM), 136**
- availability, storage networks, 42–44**

## B

- backups**
  - LAN-Free, 44
  - server-free, 45–46
  - TCO Calculator, 229
- benefits, storage networks, 38–41**
- blade farms, 139**
- blade servers, 15**

- BPM (business process management), 18**
- Brownell, Vern, 139**
- business process management (BPM), 18**
- businesses**
  - financial metrics, 61
    - EVA (economic value added), 69–71*
    - NPV (net present value), 66–68*
    - payback method, 62–63*
    - ROI (return on investment), 63–66*
  - storage network impact
    - backup strategies, 44–46*
    - benefits, 38–41*
    - increased availability, 42, 44*
    - recovery strategies, 44–46*
    - replication, 47–49*
    - SANs extensions, 49–53*
    - TCO (total cost of ownership), 54–57*
    - technology solutions, 41*
  - value case analysis
    - DAS-to-NAS migration, 79–81*
    - DAS-to-SAN migration, 72–76*
    - iSCSI implementation, 81–82*
    - storage consolidation, 76–78*

## C

### **Cancer Therapy and Research Center (CTRC), 154**

- iSCSI SAN implementation
  - business analysis, 160–162*
  - environment, 156–159*
  - executive summary, 155–156*
  - future initiatives, 163*
  - increased utilization, 164*
- website, 154

### **CAO (Computer Assisted Ordering), 204**

#### **capacity**

- Cisco Systems, Inc., 197–199
- ISP (Internet service provider), 178–179
- on-demand programs, 29
- planning, tiered storage, 92–93
  - core topology, 99–100*
  - core-edge topology, 100–101*
  - ILM, 93–95*
  - oversubscription, 96–99*
  - performance planning, 95*
  - redundancy, 101–103*
  - resiliency, 101–103*

#### **capital costs, 67**

### **Capital Depreciation Schedule, TCO Calculator, 226**

### **Carr, Nicholas, “IT Doesn’t Matter,” 2**

### **CAS (content-addressed storage), 19**

### **CAT scans, 157**

### **CCO (Cisco Connection Online), 184**

### **central processing units (CPUs), 133** **checklists, storage network implementation, 222**

### **CIM (Common Information Model), 130**

### **Cisco Connection Online (CCO), 184**

#### **Cisco Press website**

- Decision Maker Implementation Checklist, 222–224
- TCO Calculator, 226

### **Cisco Systems, Inc.**

- capacity planning, 197–199
- environment, 184–186
- Executive Summary, 184
- SANs implementation, 188–192
  - consolidation, 192–194*
  - move to, 187–188*
- TCO, 194–196
- tiered storage, 196–197

#### **clustering, 43**

### **Coarse Wave Division Multiplexing (CWDM), 50, 90**

### **committed information rates, 97**

### **commoditization, hardware, 11**

- disk, 12–14
- server, 14–15

### **Common Information Model (CIM), 130**

### **competition, IT impact, 16–18**

### **Computer Assisted Ordering (CAO), 204**

### **connectivity, disk options, 89**

#### **consolidation**

- Cisco Systems, Inc., SANs implementation, 192–194
- SANs, retail grocer, 207–208
- storage
  - cost saving strategy, 131–135*
  - network implementation, 222*
  - value case analysis, 76–78*

### **content-addressed storage (CAS), 19**

### **continuous data protection, 48**

### **Continuous Replenishment Programs (CRP), 204**

### **COPQ (Cost of Poor Quality), 23, 40**

#### **core topologies, 99–100**

#### **core-edge topologies, 100–101**

### **Cost of Poor Quality (COPQ), 23, 40**

#### **costs-savings strategies, 131**

- consolidation, 131–132
- ILM (information lifecycle management), 140–150
- server consolidation, 133–135
- virtualization, 135–139

costs at downtime, TCO Calculator, 229  
 CPUs (central processing units), 133  
 CRM (Customer Relationship Management), 16, 167  
*Crossing the Chasm*, 88  
 CRP (Continuous Replenishment Programs), 204  
 CTRC (Cancer Therapy and Research Center), 154  
     iSCSI SAN implementation  
         *business analysis*, 160–162  
         *environment*, 156–159  
         *executive summary*, 155–156  
         *future initiatives*, 163  
         *increased utilization*, 164  
         website, 154  
 Customer Relationship Management (CRM), 16, 167  
 CWDM (Coarse Wave Division Multiplexing), 50, 90

## D

DAS (direct-attached storage), 24, 38–40, 89  
     configuration, 42  
     distance limitations, 25  
     expense, 25  
     failover limitations, 25  
     NAS migration, 79–81  
     sample configuration, 27  
     SANs migration, value case analysis, 72–76  
     versus networked storage, 4  
 data  
     Cancer Therapy and Research Center, iSCSI implementation, 156–159  
     financial services firm, 217  
     protection, 48  
 data warehouse (DW), 177  
 Decision Maker Implementation Checklist, 222

decreasing returns to scale, 90  
 dedicated storage teams, 109–110  
 DeLong, J. Bradford, 11  
 Dense Wave Division Multiplexing (DWDM), 50, 90, 177  
 derivatives, financial services firm, 213–214  
 Deutsche Bank Securities Inc., 21  
*The Diffusion of Innovation*, 3, 87  
 diminishing returns, 90  
 direct-attached storage. *See* DAS  
 disks  
     commoditization, 12–14  
     connectivity options, 89  
 disk-to-disk backups, 46  
 distance, DAS (direct-attached storage), 25  
 “Does IT Matter?”, 2  
 Drucker, Peter, EVA (economic value added), 69  
 DW (data warehouse), 177  
 DWDM (Dense Wave Division Multiplexing), 50, 90, 177

## E

early adopters, technology adoption, 87  
 early majority, technology adoption, 87  
 economic value added (EVA), 69–71  
 economy, sources of downturn, 9–11  
 ECR (Efficient Consumer Response), 203  
 electronic commerce, 16  
 electronic shelf labels (ESLs), 204  
 EMC Corporation, disk spending trends, 12  
 Enterprise Resource Planning (ERP), 94, 167

**Enterprise Storage Services (ESS), 188**

**enterprise storage software, 124–125**  
 operations management, 127–131  
 SRM tools, 126–127

**Enterprise Systems Connection (ESCON), 50**

**environments**  
 Cisco Systems, Inc., 184–186  
 financial services firm, 214–215  
 ISP, 167–169  
 retail grocer, 205–206

**ERP (Enterprise Resource Planning), 94, 167**

**ESCON (Enterprise Systems Connection), 50**

**ESLs (electronic shelf labels), 204**

**ESS (Enterprise Storage Services), 188**

**ETL (Extracting, Transforming, and Loading), 167**

**EVA (economic value added), 69–71**

**Everett, Rogers, *Diffusion of Innovations*, 3**

**Executive Summary**  
 Cisco Systems, Inc., 184  
 financial services firm, 212–214  
 ISP (Internet service provider), 167  
 retail grocer, 203–204

**expenses, DAS (direct-attached storage), 25**

**extensible markup language (XML), 94**

**extensions, SANs, 49–50**  
 FCIP (Fibre Channel over Internet Protocol), 50–51  
 iFCP (Internet Fibre Channel Protocol), 51  
 iSCSI (Internet SCSI), 52–53  
 optical networking, 50

**external disk storage, spending trends, 7**

**Extracting, Transforming, and Loading (ETL), 167**

**F**

**facilities expenses, TCO Calculator, 229**

**failover, DAS (direct-attached storage), 25**

**fan-in ratio, 96**

**fan-out ratio, 96**

**FC (Fibre Channel), 50**

**FC-AL (Fibre Channel Arbitrated Loop), 169**

**FCIP (Fibre Channel over Internet Protocol), 6, 50–51, 90, 230**

**Fibre Channel (FC), 3, 50**  
 components, TCO Calculator, 22  
 SAN infrastructure, 89  
 Switches, 40  
*ISP move to SANs, 170*  
*revenue, 14*

**Fibre Channel Arbitrated Loop (FC-AL), 169**

**Fibre Channel over Internet Protocol (FCIP), 6, 50–51, 90, 230**

**Fibre Connection (FICON), 50**

**FICON (Fibre Connection), 50**

**financial metrics, 61**  
 EVA (economic value added), 69, 71  
 NPV (net present value), 66–68  
 payback method, 62–63  
 ROI (return on investment), 63–66  
 storage networks, 224

**financial services firm**  
 Executive Summary, 212–214  
 SANs  
*future initiatives, 218*  
*management, 218*  
*move to, 216–217*  
 storage environment, 214–215

**“Five Forces,” Porter, Michael, 3**

**FTE (Full-time Equivalent), 142, 173**

**Full-Time Equivalent (FTE), 142, 173**

**functional roles, 116**  
 professional services staff, 118–120

project manager, 116–117  
 storage administrator, 117–118  
 storage architect, 117

## G

**geocustering, 48**  
**Goldman, Sachs and Company, 21**  
**Greenspan, Alan, 7**  
**grocer**  
     Executive Summary, 203–204  
     SANs  
         *consolidation, 207–208*  
         *future initiative, 208–209*  
         *move to, 206–207*  
     storage environment, 205–206

## H

**Hansbury, Scott, 127**  
**hardware commoditization, 11**  
     disk, 12–14  
     server, 14–15  
**HBAs (host bus adapters)**  
     Cisco Systems, Inc., 187  
     ISP (Internet service provider), 168  
**head count, 56**  
**Health Insurance Portability and Accountability Act of 1996 (HIPAA), 19–20**  
**healthcare providers, iSCI SAN implementation**  
     business analysis, 160–162  
     environment, 156–159  
     executive summary, 155–156  
     future initiatives, 163  
     increased utilization, 164  
**heterogeneity, 142**  
**High Voltage Differential (HVD), 25**  
**HIPAA (Health Insurance Portability and Accountability Act of 1996), 19–20, 156**  
*The Holy Grail of Storage, 4*

**host bus adapters (HBAs)**  
     Cisco Systems, Inc., 187  
     ISP (Internet service provider), 168  
**Host component costs, TCO Calculator, 228**  
**host-based virtualization, 135**  
**HTML (hypertext markup language), 94**  
**HVD (High Voltage Differential), 25**  
**hypertext markup language (HTML), 94**

## I

**IDD (Institute for Drug Development), 156**  
**IFCP (Internet Fibre Channel Protocol), 51, 90**  
**ILM (Information Lifecycle Management), 92, 140**  
     storage cost saving strategy, 140–141  
         *managing costs, 141–143*  
         *TCO tier classification, 143*  
         *tier 1 (Gold), 143–145*  
         *tier 2 (Silver), 145–146*  
         *tier 3 (Bronze), 147–150*  
     tiered storage, 93–95  
**implementation**  
     functional roles, 116  
         *professional services staff, 118–120*  
         *project manager, 116–117*  
         *storage administrator, 117–118*  
         *storage architect, 117*  
     SANs, Cisco Systems, Inc., 188–194  
     SLM (service level management), 112  
         *defining storage vision, 113–114*  
         *finalizing repository framework, 115–116*  
         *service defining, 114–115*

- storage networks checklist, 222
- storage vision, 5–6
  - irrational exuberance*, 7–8
  - sources of economic downturn*, 9–11
- support model, 107
  - dedicated storage team*, 109–110
  - IP transport*, 107
  - networks*, 107
  - outsourced professional services*, 110–112
  - virtual storage team*, 108–109
- vendor selection, 103–104
  - RFI (request for information)*, 104–105
  - RFP (request for proposal)*, 105–106
  - RFQ (request for quote)*, 105–106
- increasing returns to scale, 90**
- Independent Software Vendors (ISVs), 94, 137**
- Information Lifecycle Management.**  
*See ILM*
- Information Technology**
  - Infrastructure Library (ITIL), 115**
- innovators, 87**
- Institute for Drug Development (IDD), 156**
- intangible benefits, storage networks, 38–41**
- Internet Fibre Channel Protocol (IFCP), 51, 90**
- Internet SCSI (iSCSI), 52–53, 230**
- Internet service provider. *See ISP***
- Internet Small Computer Systems Interface. *See iSCSI***
- interoperability, 39, 142, 170**
- interswitch links (ISLs), 90, 207, 228**
- IP, transport support models, 107**
- IP over Fibre Channel (IPFC), 6**
- IP-based storage networking, Cancer Therapy and Research Center**
  - business analysis, 160–162
  - environment, 156–159
  - executive summary, 155–156
  - future initiatives, 163
  - increased utilization, 164
- IPFC (IP over Fibre Channel), 6**
- irrational exuberances, IT spending, 7–8**
- iSCSI (Internet Small Computer Systems Interface), 6, 52–53, 90, 230**
  - Cancer Therapy and Research Center SAN implementation
    - business analysis*, 160–162
    - environment*, 156–159
    - executive summary*, 155–156
    - future initiatives*, 163
    - increased utilization*, 164
  - implementation value case analysis, 81–82
- ISLs (interswitch links), 90, 97, 207, 228**
- ISP (Internet service provider), 166**
  - capacity planning, 178–179
  - Executive Summary, 167
  - future initiatives, 180
  - move to SANs, 169–170
    - interoperability*, 170
    - network implementation*, 170–171
    - organizational impact*, 177–178
    - replication*, 177
    - TCO*, 173–176
    - tiered storage*, 171–172
  - SRM (storage resource management), 179
  - storage environment, 167–169
- ISVs (Independent Software Vendors), 94, 137**
- IT**
  - competition impact, 16–18
  - legislation impact, 18
    - Health Insurance Portability and Accountability Act of 1996 (HIPAA)*, 19–20

*Regulation Fair Disclosure,*  
18

*Sarbanes-Oxley Act,* 19

*Securities Exchange*

*Commission,* 20–22

*Title 21 Code of Federal*  
*Regulations,* 20

“IT Doesn’t Matter,” 2

**ITIL (Information Technology**  
**Infrastructure Library), 115**

## J-K

**JBOD (Just a Bunch of Disk), 167**  
**Just a Bunch of Disk (JBOD), 167**

**Koclanes, Mike, 128**

## L

**laggards, technology adoption, 87**

**LAN-free backups, 44**

**LANs (local-area networks), 38, 44**

**late majority, technology adoption, 87**

**Law of One Price, 214**

**leased storage model, 176**

**legislation, IT impact, 18**

Health Insurance Portability and  
Accountability Act of 1996  
(HIPAA), 19–20

Regulation Fair Disclosure, 18

Sarbanes-Oxley Act, 19

Securities Exchange Commission,  
20–22

Title 21 Code of Federal  
Regulations, 20

**live mirroring, 48**

**local-area networks (LANs), 38, 44**

**LUN (logical unit number), 25**

**Luter, Mike, CTRC (Cancer Therapy**  
**and Research Center), 154**

## M

**magnetic resonance imaging (MRI),**  
**157**

**Maintenance components, TCO**  
**Calculator, 228**

**MAN POP (metropolitan-area**  
**network point-of-presence), 177**  
**management**

SANs, financial services firm, 218  
storage importance, 2–5

**Management Information Bases**  
**(MIBs), 39, 107**

**MANs (metropolitan-area networks),**  
**50**

**matrix, storage technology, 89–92**

**maximum information rates, 97**

**MDS Multilayer Director switch,**  
**retail grocer, 202**

**mean time between failure (MTBF),**  
**171**

**metrics, financial, 61**

EVA (economic value added),  
69–71

NPV (net present value), 66–68  
payback method, 62–63

ROI (return on investment), 63–66

**metro clusters, Cancer Therapy and**  
**Research Center, 158**

**metropolitan-area network**  
**point-of-presence (MAN POP), 177**  
**metropolitan-area networks (MANs),**  
**50**

**MIBs (Management Information**  
**Bases), 39, 107**

**migration**

DAS-to-NAS, value case analysis,  
79–81

DAS-to-SAN, value case analysis,  
72–76

storage network implementation,  
222

**MonoSphere Storage Manager,**  
**virtualization, 137–138**

Moore, Fred, 28  
Moore, Geoffrey A., *Crossing the Chasm*, 88  
Morgan Stanley & Co. Incorporated, 21  
MRI (magnetic resonance imaging), 157  
MTBF (mean time between failure), 171

## N

NAS (network-attached storage), 79–81, 89, 172  
National Association of Securities Dealers (NASD), 21  
Net Present Value (NPV), 7, 66  
Network Infrastructure, TCO Calculator, 230  
network-attached storage (NAS), 79–81, 89, 172  
network-based virtualization, 135  
Networked Storage Virtual Team (NSVT), 185–186  
networks  
    ISP move to SANs, 170–171  
    optical, 50  
    storage  
        *benefits*, 38–41  
        *versus DAS*, 4  
    support models, 107  
New York Stock Exchange (NYSE), 21  
NPV (Net Present Value), 7, 66–68  
NSVT (Networked Storage Virtual Team), 185–186

## O

OEMs (Original Equipment Manufacturers), 94  
OLAP (Online Application Processing), 167

OLTP (On-Line Transactional Processing), 94  
Online Application Processing (OLAP), 167  
On-Line Transactional Processing (OLTP), 94  
operations managements, enterprise storage software, 127–131  
optical networking, 50  
organizational impact, ISP (Internet service provider), 177–178  
Original Equipment Manufacturers (OEMs), 94  
outsourcing, profession storage services, 110–112  
outtasking, 110  
oversubscription, tiered storage, 96–99

## P

payback methods, financial metric, 62–63  
performance planning, tiered storage, 95  
PET (Positron Emission Tomography), 155  
Point of Presence (POP), 214  
poor man's clusters, 43  
POP (Point of Presence), 214  
Porter, Michael, Five Forces, 3  
Positron Emission Tomography (PET), 155  
professional services staff, 118–120  
project managers, 116–117  
purchasing power parity, 214

## Q-R

QOS (Quality of Service), 96  
QR (Quick Response), 203  
Quality of Service (QOS), 96  
Quick Response (QR), 203



**rack-mountable servers, increased popularity, 15**

**recovery**  
 Cisco Systems, Inc., 198–199  
 LAN-Free backups, 44  
 server-free backups, 45–46  
 storage network implementation, 222

**recovery time objective (RTO), 45**

**redundancy, storage topologies, 101–103**

**Regulation Fair Disclosure, 18**

**replication, 47**  
 asynchronous, 47  
 ISP (Internet service provider), 177  
 synchronous, 47–49

**repository, finalizing framework, 115–116**

**request for information (RFI), 63, 104–105**

**request for proposal (RFP), 105–106**

**request for quote (RFQ), 105–106**

**required rate of returns, 66**

**resiliency, storage topologies, 101–103**

**retail grocers**  
 Executive Summary, 203–204  
 SANs  
     *consolidation, 207–208*  
     *future initiative, 208–209*  
     *move to, 206–207*  
     storage environment, 205–206

**retention-adjusted TCO components, 175**

**return on investment. See ROI**

**returns to scale, 90**

**revenues**  
 ROI (return on investment), 63–66  
 storage software, 125

**RFI (request for information), 63, 104–105**

**RFP (request for proposal), 105–106**

**RFQ (request for quote), 105–106**

**Rogers, Everett, *The Diffusion of Innovation*, 87**

**ROI (return on investment), 7**  
 Cisco Systems, Inc., 194–196  
 financial metric, 63–66

**roles, implementation, 116**  
 professional services staff, 118–120  
 project manager, 116–117  
 storage  
     *administrator, 117–118*  
     *architect, 117*

**RTO (recovery time objective), 45**

## S

**Salomon Smith Barney Inc., 21**

**SANs (Storage Area Networks), 38, 89**  
 attached storage,  
 Cisco Systems, Inc.  
     *implementation, 188–194*  
     *move to, 187–188*  
 component, Fibre Channel Costs, 227  
 configuration, 43  
 extensions, 49–50  
     *FCIP (Fibre Channel over Internet Protocol), 50–51*  
     *iFCP (Internet Fibre Channel Protocol), 51*  
     *iSCSI (Internet SCSI), 52–53*  
     *optical networking, 50*  
 financial services firm  
     *future initiatives, 218*  
     *management, 218*  
     *move to, 216–217*  
 ISP (Internet service provider), 169–170  
     *interoperability, 170*  
     *network implementation, 170–171*  
     *organizational impact, 177–178*  
     *replication, 177*  
     *TCO, 173–176*  
     *tiered storage, 171–172*

- migration from DAS, value case analysis, 72–76
  - retail grocer
    - consolidation*, 207–208
    - future initiative*, 208–209
    - move to*, 206–207
  - technology solutions, 41
- SAR (system activity reporter), 95**
- Sarbanes-Oxley Act, 19**
- SATA (Serial Advanced Technology Attachment), 44, 94, 171**
- SCM (supply chain management), 16**
- SDH (Synchronous Digital Hierarchy), 90, 214**
- SEC (Securities Exchange Commission), 20–22, 92**
- Securities Exchange Commission (SEC), 20–22, 92**
- Serial Advanced Technology Attachment (SATA), 44, 94, 171**
- server commoditization, 14–15**
- server-free backups, 45–46**
- servers**
  - consolidation, 133–135
  - worldwide revenues, 14
- service level agreement (SLA), 76, 102, 112, 171**
- service level management. *See* SLM**
- services, SLM (service level management), 114–115**
- SLAs (service level agreements), 76, 102, 112, 171**
- SLM (service level management), 6, 112**
  - defining storage vision, 113–114
  - finalizing repository framework, 115–116
  - service defining, 114–115
- SNIA (Storage Networking Industry Association), 129**
- software enterprise storage, 124–125**
  - operations management, 127–131
  - revenues, 125
  - SRM tools, 126–127
- SONET (Synchronous Optical Network), 90**
- SONET/SDH (synchronous optical network/ synchronous digital hierarchy), 50**
- SOW (statement of work), 119**
- SRM (storage resource management), 30, 90**
  - enterprise storage software, 126–127
  - ISP (Internet service provider), 179
- SSP (storage service provider), 110**
- Staffing components, TCO Calculator, 227**
- statement of work (SOW), 119**
- storage**
  - administrator, 117–118
  - architect, 117
  - components, TCO Calculator, 227
  - consolidation
    - programs*, 40
    - value case analysis*, 76–78
  - hardware commoditization, 11–15
  - increased revenues, 16
  - IT
    - competition impact*, 16–18
    - legislation impact*, 18–22
  - management issues, 2–5
  - networks
    - benefits*, 38–41
    - financial metrics*, 224
    - implementation checklist*, 222
  - recovery programs, 40
  - technologies, 89–103
  - utilization, 22, 26
    - allocation efficiency*, 26–29
    - Cost of Poor Quality (COPQ)*, 23
    - DAS (direct-attached storage)*, 24–25
    - efficiency*, 29–30
    - yield*, 23–24
  - vision implementation, 5–6
    - irrational exuberance*, 7–8
    - sources of economic downturn*, 9–11
- Storage Area Networks. *See* SANs**

**Storage Networking Industry Association (SNIA), 129**  
**storage resource management. See SRM**  
**storage service provider (SSP), 110**  
**storage-centric firms, cost saving strategies, 131**  
     consolidation, 131–132  
     ILM (information lifecycle management), 140–150  
     server consolidation, 133–135  
     virtualization, 135–139

**stovepiping, 108**  
**Summers, Lawrence, 11**  
**supply chain management (SCM), 16**  
**support**  
     Cisco Systems, Inc., 185–186  
     model, 107  
         *dedicated storage team, 109–110*  
         *IP transport, 107*  
         *networks, 107*  
         *outsourced professional services, 110–112*  
         *virtual storage team, 108–109*

**Synchronous Digital Hierarchy (SDH), 90, 214**  
**Synchronous Optical Network (SONET), 90**  
**synchronous optical network/ synchronous digital hierarchy (SONET/SDH), 50**  
**synchronous replication, 47–49**  
**system activity reporter (SAR), 95**

## T

**tangible benefits, storage networks, 38–41**  
**TCO (total cost of ownership), 4, 38, 54–57, 224**  
     Calculator, 228  
         *Cisco Press website, 226*  
         *fields, 226–230*

Cancer Therapy and Research Center, 161–162  
 Cisco Systems, Inc., 194–196  
     components, 174–175  
     ILM implementation, 141  
     ISP (Internet service provider), 173–176  
     tier 1 (Gold), 143–145  
     tier 2 (Silver), 145–146  
     tier 3 (Bronze), 147–150  
     tier classification, 143  
     tiered storage, 92–93  
         *core topology, 99–100*  
         *core-edge topology, 100–101*  
         *ILM, 93–95*  
         *oversubscription, 96–99*  
         *performance planning, 95*  
         *redundancy, 101–103*  
         *resiliency, 101–103*

**technologies**  
     adoption, 86–89  
     storage, 89–92  
         *network solutions, 41*  
         *TCO, 92–103*

**terrorist attacks, economic downturn, 9**  
**tier 1 (Gold) TCO, ILM (information lifecycle management), 143–145**  
**tier 2 (Silver) TCO, ILM (information lifecycle management), 145–146**  
**tier 3 (Bronze) TCO, ILM (information lifecycle management), 147–150**  
**tiered storage), 92–93, 143**  
     Cisco Systems, Inc., 196–197  
     core topology, 99–100  
     core-edge topology, 100–101  
     ILM, 93–95  
     ISP move to SANs, 171–172  
     oversubscription, 96–99  
     performance planning, 95  
     redundancy, 101–103  
     resiliency, 101–103  
     TCO, 143

**Title 21 Code of Federal Regulations, 20**

**Toigo, John William**

*The Holy Grail of Storage*, 4

utilization efficiencies, 26

**tools, TCO Calculator fields, 226–230**

**total cost of ownership. See TCO**

**trade registration system (TRS), 215**

**TRS (trade registration system), 215**

## U

**U.S. Bancorp Piper Jaffray Inc., 21**

**useful life, assets, 134**

**user entries, TCO calculator, 226**

**utilization, 56**

Cancer Therapy and Research Center, 164

Cisco Systems, Inc., 197–199

ISP (Internet service provider), 178–179

storage, 22, 26

*allocation efficiency, 26–29*

*Cost of Poor Quality*

*(COPQ), 23*

*DAS (direct-attached storage), 24–25*

*efficiency, 26–30*

*yield, 23–24*

**Utilization Factor, TCO Calculator, 228**

## V

**value case analysis**

DAS-to-NAS migration, 79–81

DAS-to-SAN migration, 72–76

iSCSI implementation, 81–82

storage consolidation, 76, 78

**vendor selection, 103–104**

RFI (request for information), 104–105

RFP (request for proposal),

105–106

RFQ (request for quote), 105–106

**Virtual Datacenter, 49**

**Virtual SAN (VSAN), 187**

**virtual storage teams, 108–109**

**virtualization, 135–136**

MonoSphere Storage Manager, 137–138

**VSAN (Virtual SAN), 187**

## W

**WACC (weighted average cost-of-capital), 66**

**websites**

Cisco Press

*Decision Maker*

*Implementation Checklist, 222–224*

*TCO Calculator, 226*

CTRC (Cancer Therapy and Research Center), 154

**weighted average cost-of-capital (WACC), 66**

**World Wide Names (WWN), 170**

**WWN (World Wide Names), 170**

## X-Y-Z

**XML (extensible markup language), 94**

**yield, storage utilization, 22–24, 26**

allocation efficiency, 26–29

Cost of Poor Quality (COPQ), 23

DAS (direct-attached storage), 24–25

efficiency, 29–30