|  |  |  |
| --- | --- | --- |
| NZ Govt Logo | Storage/Archive Management and Administration Services Service Framework: Managed Services: Infrastructure Managed Services: Storage/Archive Management and Administration Services | Company logo |

**Service Definition**

Storage/Archive Management and Administration services implement the configuration, monitoring, update, optimisation and upgrade of the Participating Agency's data storage infrastructure and/or related subscribed cloud services infrastructure.

The services ensure that data storage resources and facilities are available and that data is retained, archived and can be restored in accordance with the Participating Agency’s policies.

**Service Contact Details**

|  |  |
| --- | --- |
| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

|  |  |
| --- | --- |
| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Storage and Archive Management Services Available** (tick all that apply):

Management to client data retention and archive policies

System backup and recovery

Real-time and proactive monitoring

Retrieval and restoring, on demand or scheduled

Configuration management and documentation

Incident handling processes

Capacity management (e.g. business impact, communications, team design)

Storage/Archive performance management and optimisation

Cloud storage management and administration (integrated with agency provided identity and access management (IAM) system(s))

License management and optimisation

Maintaining existing or creating new storage policies

Business continuity and disaster recovery

Providing audit logs

Physical and virtual storage services

|  |  |
| --- | --- |
| Other storage and archive management services | Please identify any other relevant storage and archive management services available which are not included above. |

|  |  |
| --- | --- |
| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

|  |  |
| --- | --- |
| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

|  |  |
| --- | --- |
| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |

**Storage Environment Experience for this Service** (tick all that apply):

- provide details

|  |  |
| --- | --- |
| High performance storage/archive with heavy real-time speed demands | Provide details (optional) |
| Large volume storage/archive | Provide details (optional) |
| Large quantities of distributed storage/archive or multiple types | Provide details (optional) |

**Infrastructure Environment Experience for this Service** (tick all that apply):

Customer owned ‘on premises’ infrastructure

Private cloud infrastructure (supplier owned/operated)

Private cloud infrastructure (3rd Party owned/operated)

Multi-cloud infrastructure

Hybrid cloud

|  |  |
| --- | --- |
| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

|  |  |
| --- | --- |
| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

|  |  |
| --- | --- |
| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |