

[illegible]

## Shared Services

Project Activities	Storage Vendor - Account Manager	Storage Vendor -- Consultants / Engineers	Project Manager	Storage Manager	Build Manager	Business Office	Tech Control	Storage Administrator	System Administrator	Asset Management	Service Desk	EO Performance Team
Install Solution	A	R	C	I					C			
Configure Storage (Parity Groups)	A	R	C	I					C			
Perform Maintenance	A	R	C	I					C			
Training	A	R		I			C					
Incident and change controls reports	I	C		A			R					
Vendor incidents and change reports	A	R		I			C					
Capacity & Chargeback Reporting	A	R	C	I		I	R					
Attend CAD or Project Meetings to gather Requirements		R		A			R					
Submit Request			A	I			C	R				
Manage Storage Request/Change Order				A	I		R	C				
Review Request: Capacity and Performance Requirements (Define Tier based on type of workload)	A	R		I			C					
Create ESM Change Order		R	C	A		I	R					
Project Review					R							
Funding Approval						R						
Run Cables							R					
Assign Ports		R					I	R	C			
Identify Storage Resources (Tier, DP Pool, etc)		R		A	I			R	C			
Presentation of LUNS		R		A	I			R	C			
System Administrator Validates		I		A	C			I	R			
Review and Update Asset Management System					I	A		C	R			
Close out Storage Request/Change Order		R		A	I			R		C		
Create VM Build Change Order												
Identify VM Storage Resources								R				
Presentation of LUNS to Guest Hosts								R				
Performance and Tuning Management		R	I					R	R		C	
Troubleshooting & Resolving Storage/SAN Related Incidents	A	R	I	A				R	C		C	

<b>R</b>	R for "Responsible"
<b>A</b>	A for "Accountable"
<b>A</b>	(or Approver)
<b>C</b>	C for "Consulted"
<b>I</b>	I for "Informed"

# Government Managed Services

## Project Activities

	Storage Vendor - Account Manager	Storage Vendor - Consultants / Engineers	Project Manager	Storage Manager	Build Manager	Business Office	Tech Control	Storage Administrator	System Administrator	Asset Management Team/Facilities	Service Desk	EO Performance Team
Install Solution	A	R	C	I					C			
Configure Storage (Parity Groups)	A	R	C	I					C			
Perform Maintenance	A	R	C	I					C			
Training	A	R		I			C					
Incident and change controls reports	I	C		A			R					
Vendor incidents and change reports	A	R		I			C					
Capacity & Chargeback Reporting			C	A	I		R					
Attend CAD or Project Meetings to gather Requirements				A			R					
Submit Request			A	I			C	R				
Manage Storage Request/Change Order				A	I		R	C				
Review Request: Capacity and Performance Requirements (Define Tier based on type of workload)				I	C		A/R	C				
Create ESM Change Order			C	A	I		R					
Project Review					R							
Funding Approval					R							
Run Cables						R						
Assign Ports				A		I	R	C				
Identify Storage Resources (Tier, DP Pool, etc)				A	I		R	C				
Presentation of LUNS				A	I		R	C				
System Administrator Validates				A	C		I	R				
Review and Update Asset Management System					I	A		C	R			
Close out Storage Request/Change Order				A	I		R			C		
Create VM Build Change Order												
Identify VM Storage Resources								R				
Presentation of LUNS to Guest Hosts								R				
Performance and Tuning Management			I	A			R	R			C	
Troubleshooting & Resolving Storage/SAN Related Incidents	I	C		A			R	C			C	

R	R for "Responsible"
A	A for "Accountable"
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C	C for "Consulted"
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