

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								
Configure Storage (Parity Groups)	A	R	C	I								
Perform Maintenance	A	R	C	I								
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

R	R for "Responsible"
A	A for "Accountable"
A	(or Approver)
C	C for "Consulted"
I	I for "Informed"

