

Storage Service Management Design

Course Description



Course Number

MR-1CP-SSMD

Delivery Method

Instructor Led

Duration

5 Days



This course material supports the EMC Proven Professional Program



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America
1-866-464-7381

EMC², EMC, and where information lives are registered trademarks of EMC Corporation. All other trademarks used herein are the property of their respective owners.

© Copyright 2010 EMC Corporation. All rights reserved. Published in the USA.
1/06

EMC Education Services

Last modified November 29, 2010

Overview

This course focuses on storage as a service, combining ITIL processes with EMC best practices to enable tight integration with the business and streamlined day-to-day operations to provide real benefits, reduced costs and risk when deploying solutions, and increased quality of services and customer satisfaction.

It provides a roadmap to standardize the provisioning and delivery of storage services through a quality management approach that maximizes investment for classic, virtualized, and cloud environments.

Lectures and workshop style case studies provide participants with opportunity to apply the learning to real world situations and gain insight into the development of processes, policies, and measurements to manage and support storage service delivery.

Audience

This course is intended for:

- Experienced IT professionals who are responsible for architecting storage service solutions
- IT professionals who have foundational knowledge on storage technologies and want to build their career in the storage industry
- Individuals who are seeking the EMC Proven Professional Data Center Architect (EMCDCA) Storage Service Management Specialist Certification

Prerequisite Knowledge/Skills

To understand the content and successfully complete this course, the student must have:

- An EMC Information Storage Associate (EMCISA) Certification
- Knowledge of ITIL V3 best practices lifecycle phases that is equivalent to the ITIL V3 Foundations certification curriculum

Storage Service Management Design

Course Description



Course Number

MR-1CP-SSMD

Delivery Method

Instructor Led

Duration

5 Days



This course material supports the
EMC Proven Professional Program



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America
1-866-464-7381

EMC², EMC, and where information lives
are registered trademarks of EMC
Corporation. All other trademarks used
herein are the property of their
respective owners.

© Copyright 2010 EMC Corporation. All
rights reserved. Published in the USA.
1/06

EMC Education Services

Last modified November 29, 2010

Course Objectives

Upon successful completion of this course, participants should be able to:

- Describe the benefits of process-based storage service management to an IT organization, its Customers, and the overall business
- List storage service management best practices for the major ITIL processes, including the policies, activities, and measurements
- Describe three perspectives of process responsibility that support Storage Service Management, and how they interact to deliver high quality storage service levels
- Apply best practices when managing storage as a service, demonstrating a clear understanding of policies, activities, measurements, and how information flows across the three perspectives of process responsibility
- Apply training and supporting collateral to contribute to the introduction or improvement of storage service levels within an IT organization

Modules

These modules are designed to support the course objectives. The following modules are included in this course:

- Course Overview
- Service Design
 - Service Level Management
 - Capacity Management
 - Availability management
 - IT Service Continuity Management
 - Information Security Management
- Service Transition
 - Service Asset and Configuration Management
 - Change Management
 - Release and Deployment Management
- Service Operation
 - Incident Management
 - Problem Management
- Wrap-up

Storage Service Management Design

Course Description



Course Number

MR-1CP-SSMD

Delivery Method

Instructor Led

Duration

5 Days

Labs

Labs reinforce the information you have been taught. The labs for this course include:

- Case Study Review
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Change Management
- Problem Management
- Cloud and Virtualization
- Process Integration

Assessments

Assessments validate that you have learned the knowledge or skills presented during a learning experience. This course includes an assessment upon conclusion.



This course material supports the
EMC Proven Professional Program



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America
1-866-464-7381

EMC², EMC, and where information lives
are registered trademarks of EMC
Corporation. All other trademarks used
herein are the property of their
respective owners.

© Copyright 2010 EMC Corporation. All
rights reserved. Published in the USA.
1/06

EMC Education Services

Last modified November 29, 2010