

**WAVERLEY BOROUGH COUNCIL**

**EXECUTIVE – 3<sup>RD</sup> SEPTEMBER 2013**

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**Title:**

**IT INFRASTRUCTURE – REPLACEMENT STORAGE AREA NETWORK**

**[Portfolio Holder: Stephen O’Grady]**

**[Wards Affected: All]**

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**Note pursuant to Section 100B(5) of the Local Government Act 1972**

The Annexe to this report contains exempt information by virtue of which the public is likely to be excluded during the items to which the report relates, as specified in Paragraph 3 of the revised Part I of Schedule 12A to the Local Government Act 1972, namely:-

Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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**Summary and purpose:**

The Council’s existing storage area network (SAN) is approaching 5 years old and is due for replacement. As a result of reliability issues, primarily resulting from disk failures, it was decided to programme the project to replace the SAN in the current financial year. Provision of £38,500 has been included in the 2013/14 capital programme for the project.

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**How this report relates to the Council’s Corporate Priorities:**

This report supports the overall aims of the Council through the provision of reliable and cost effective IT infrastructure in support of the delivery Council services.

**Financial Implications:**

Provision of £38,500 for the replacement of the Council’s existing SAN has been included in the 2013/14 capital programme.

**Legal Implications:**

None.

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**Introduction**

1. A storage area network (SAN) is a secure high-speed data transfer network that provides access to consolidated block-level storage. A SAN makes a network of storage devices accessible to multiple servers. SAN devices appear to servers as attached drives, eliminating traditional network bottlenecks. A SAN facilitates direct, high speed data transfers between servers and storage devices.
2. Over 20<sup>th</sup> and 21<sup>st</sup> December 2012 the Council's IT systems suffered a partial but significant outage as a result of a double disk failure on the SAN. Although such an occurrence is rare it highlighted the need to replace the existing SAN which is approaching 5 years old with a more up to date and resilient system.

### **Cloud based option**

3. Officers have considered the alternative solution of a hosted outsourced cloud based service whereby the Council would pay a remote service provider for its SAN requirements, delivering cloud based storage via the internet or Wide Area Network (WAN). This option has been discounted at this time as indicative costs obtained indicate an annual cost in excess of £100,000 per annum. Officers are also concerned at the potential performance issues of cloud data storage being limited by bandwidth constraints.
4. Officers have also considered use of Surrey County Council's Data Centre as a cloud based service using the WAN network that the Unicorn county wide project would provide. At this time a fully hosted and managed service is not provided by Surrey and the Unicorn project has not been rolled out to district and boroughs and until the infrastructure is fully proven it would be premature to consider this option. However this does not rule out the option of relocating our SAN to the Surrey Data Centre at a future date as the service offered develops.
5. Having discounted cloud based options quotations were sought for a replacement SAN to be housed and operated from within the Council's offices in the IT Server Room.

### **Quotation process**

6. A technical explanatory document (Waverley Borough Council – HP EVA4400 Disk Array Replacement Review) was prepared describing the environment that the SAN has to be deployed into and the performance required. The suppliers invited to quote were asked to note that the proposed replacement SAN must provide at least 18 terabytes (TB) of usable storage which should be expandable in the future.
7. A total of six suppliers were invited to quote for a replacement SAN solution and more than one solution per supplier would be considered. Proposals received were evaluated based on the following criteria:
  - Overall proposal suitability: proposed solution(s) must meet requirements and be presented in a clear and organised manner.

- Organisational experience: bidders were evaluated on their experience as it pertains to the project.
  - Technical expertise and experience: evidence of bidders' staff technical expertise and experience.
  - Future development: evidence of how the solution could continue to serve Waverley's needs in future years.
  - Value: the contract would be awarded to the bidder providing the lowest priced and best value solution that meets the Council's needs.
8. Six proposals from four different suppliers were received which were assessed against the requirements and following this process three of the proposals were discounted.
9. The three remaining proposals were further analysed and the results are set out in the assessment table attached at the Exempt Annexe 1 to this report.

### **Conclusion**

10. It is proposed that the quotation submitted by Q Associates for an IBM Storwize V3700 SAN at a capital cost outlined in Exempt Annexe 1 be agreed.
11. The annual support costs outlined in Exempt Annexe 1 will be met from the existing revenue budget provision for SAN support.

### **Recommendation**

It is recommended that

1. the quotation from Q Associates for an IBM Storwize V3700 SAN at the capital cost outlined in Exempt Annexe 1 be agreed, and
2. The cost would be met from the specific 2013/14 capital programme provision of £38,500

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### **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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