File systems VOC

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Agenda

- Process
- VOC &Requirements
- Data gathered

Process

- Developed scope
- Identified existing requirements
- Draft requirements
- VOC
- Coding
- Analysis
- Final requirements

Draft requirements

- Drawn from existing work
- Covering
  - Namespace
  - File access
  - Continuity
  - Security
  - Management
  - File systems

Validity and Integrity

- Multiple VOC attendees
  - Requirements, core & technical teams
- Discussion open then pre-planned
- Multiple VOC notes
- Coding & Checking
- Results hidden to avoid process bias

VOC

- 41 VOC meetings
  - 35 customers, 3 resellers, 3 internal
  - 14 Asia pac, 18 EMEA, 9 Americas

- 57 sets meeting notes
- 4052 data points
- 744 requirements & comments
  - 334 requirements, 410 comments

- 676 mentioned by customers
  - 292 requirements, 384 comments

Access

- 50% want / use shared access at some level of which
  - 50% want Multi platform

- 68% want / use remote access at some level
  - Of which 50% want Multi platform

Organization / data

- Customer organization issues
  - 2%+ It'll take my job
  - 22% Our products != their structure

- Data
  - Growing fast
    - 27% Retention times increasing
    - 24% Data size increasing
    - 54% HSM
    - 20% It's the law
  - Business continuity requires data continuity (+app + OS)

Solutions & management

- 80% want Automated management of which
  - 58% want delivering QOS
  - 40% want SLA driven
  - 65% wont trust it
- Customers want solutions

TCO / Billing

- 30% say they have a TCO model
  - Maintenance, Staff, Utility, Floor space.....
  - All claimed to care about it
- 54% Want to bill of which
  - 50% do raw capacity (today)
  - 90% want to do service billing

QOS

- Customers assume data integrity
  - They are wrong !
- Provision for
  - #0 : Capacity
  - #1 : Availability
  - #2 : Performance, Scalability
- Customers need different data QOS
  - Business / SLA definitions
  - Up to 5 levels (except EDS)
  - Data QOS occasionally changes

Locating data

- Is very difficult.
- 54% want a better than filenames of which
  - 41% want content addressable
  - 39% want attribute addressable
  - 32% of which want context based searching
  - 1 Customer wants to control names

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