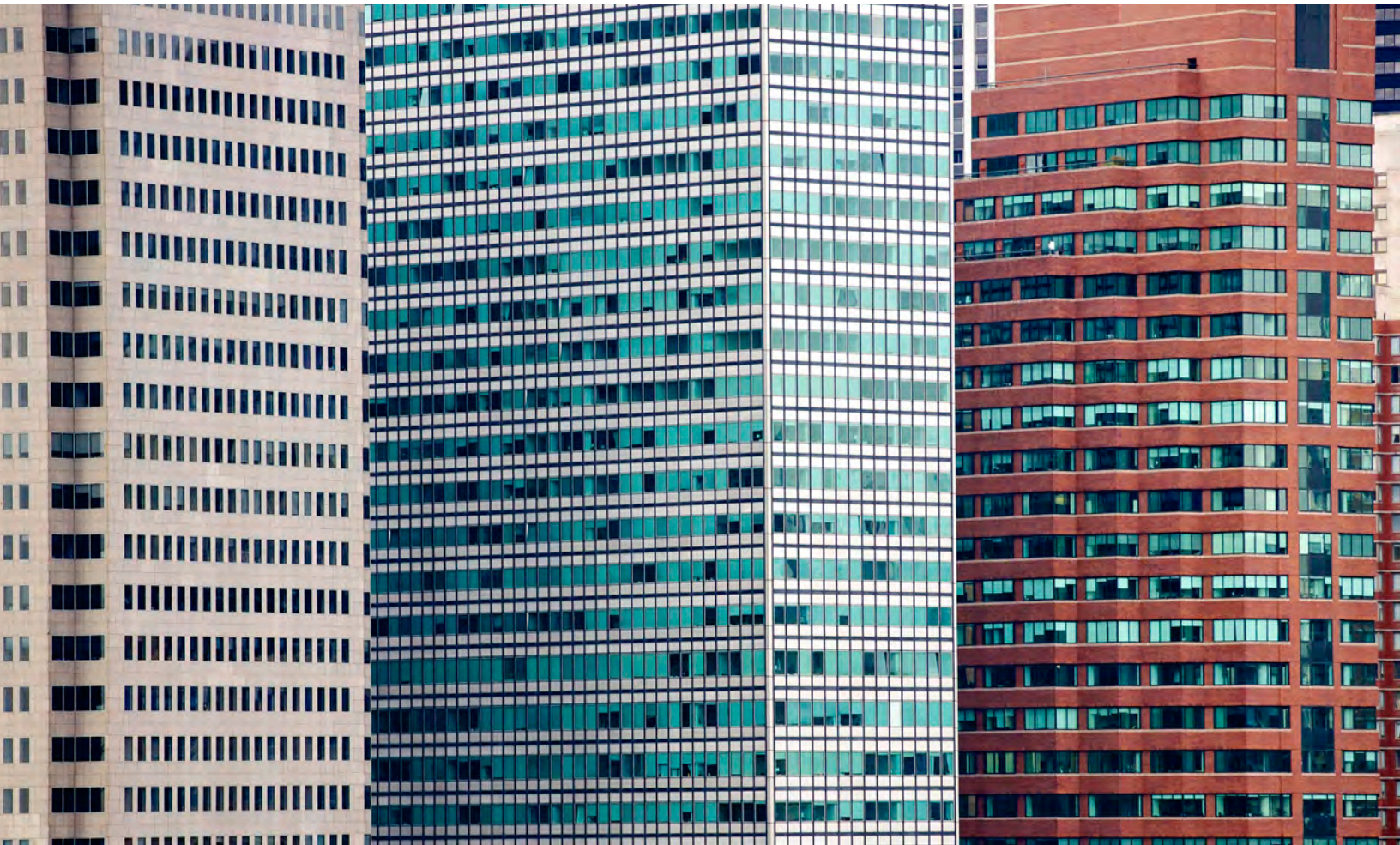


IBM Storage Services best practices

Summary

The purpose of this document is to provide guidance for your IBM Storage Systems to ensure high reliability and availability, especially during this unprecedented global challenge. Together, our teams and Storage ecosystem are available to provide uninterrupted services through routine maintenance and emergency onsite visit requests. Learn more now.



For Maximum High Availability:



Address and close any open hardware related issues immediately.

Ensure that if any compute, network or storage hardware ticket is open due to previous malfunctioning event, then it is addressed as quickly as possible. This would allow the customer engineer to arrange the DC visit before any complete lockdown announcements.



Verify the optimized data paths for improved availability.

Ensure that all the volumes are online, and no path degradation errors are reported in the reporting and alerting dashboard. This would ensure application level and database level peace of mind for maximum throughput and sustained additional workload, if any is expected. Optimized volume paths cover and guarantees the high availability across many components like controller level, Fabric level and at host adapter levels.



Perform a mock DR drill for non-critical application for business continuity readiness.

By performing mock DR drill for one or two applications provides the directions on business continuity services and its readiness with the documented approaches.

DR drills sets the guidelines and the expectations on the RPO/RTO as defined by the businesses which is important to take decisions to share the workload on two different sites for selected applications.

For Maximum Reliability:



Ensure the latest firmware interoperability on all devices.

ibm.com/systems/support/storage/ssic/interoperability

Host remediation by applying latest supported firmware always ensures to fix any known issues and enables new and improved features.

Interoperability validation and complying with the same on all devices allows the support team to provide better and result oriented resolutions.



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