



Reporting

NetApp Keystone

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The capacity trending report displays capacity usage over time for each storage service in a subscription, with the capability to view when the bursts were used.

The NetApp GSSC team collects various information from the infrastructure that is deployed at customer sites to produce reports for internal purposes and also for customers to view their service performance.

For example, the consumed capacity trending report shown in the below figure.



The below table summarizes the reports available, the delivery method, and the frequency.

| Reports | Delivery method | Frequency |
|---|-----------------------|----------------------------|
| File share inventory report – inventory on all the file shares that are created | NetApp Service Engine | Real-time |
| Disks inventory report – inventory on all the file shares that are created | NetApp Service Engine | Real-time |
| Object inventory report – inventory on all the file shares that are created | NetApp Service Engine | Real-time |
| Consumed capacity trending report | NetApp Service Engine | Updated every five minutes |
| Status of service requests | NetApp Service Engine | Real-time |
| Adhoc reports | On request | |
| Additional reports on SLA achieved, quality reports such as the number of incidents, average time taken to resolve, and detailed capacity reporting highlighting trending | KSM | Monthly/quarterly |

The customer provides the following reports to KSM with regard to capacity management, during the term at the frequencies shown in the below table, so that the customer can rely on the service levels relating to capacity management.

| Sub-Category | Description | Minimum Frequency | Minimum Granularity | Historical Record |
|---------------------|---|--------------------------|----------------------------|--------------------------|
| Project demand plan | Report of known project demand for storage services categorized by tier | Monthly | Weekly | 24 months |
| Strategic plan | Strategic forecast of major projects over the 6 to 12-month horizon | 6 months | Quarterly | n/a |

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