

Citi Weekly EMC Meeting – Open Systems BAU (every Thursday)			
Date: March 10th 2011			
✱MEETING INFORMATION ✱ Pin Number: 89778078			
Country	Toll-free #	Int'l toll dial-in #	Local toll dial-in #
Belgium	080080811	+32 22006498	022006498
Czech Republic	800142575	+420 239014117	239014117
Ireland	1800818037	+353 15245128	015245128
Germany	08006646746	+49 6995096483	06995096483
Poland	008004421077	+48 223060055	0223060055
Singapore	8004481571	+65 66221244	066221244
Switzerland	0800562307	+41 445118115	0445118115
United Kingdom	08001214742	+44 2030249232	02030249232
United States	8886433086	+1 7202214876	(1)7202214876
Singapore	8004481571	66221244	+65 66221244

For other numbers go to: <http://www.emcconferencing.com/globalaccess/index.asp?bid=304>

Distribution: Nigel Chilcott, NC (Citi Manager BAU & PIT), **Simon Gibbs, SG (Citi)**, Carl Williams, CPW (Citi PIT), **David Coles, DC (Citi BAU)**, Harbinder Dhinsa (Citi Bau), Darren Wood (Citi Bau) **Andy Johnstone (Citi)**
Terry Brister, TB (EMC CE), Andreas Specht, AS (EMC SAM), Alan Davison, AD (EMC TC), Rolf Zahn, RZ (EMC Account Manager), Heiko Loewe, HL (EMC TC), Alex Halachis, AH (EMC Global CSM), Jim Huggins, JH (EMC Global SAM), Salauddin Ahmed, SA (Citi BAU), Klaus Lenze (EMC), Scott Hunter (EMC Account Director)

Notes: 1) Attendee's are in bold
 2) Last week's additions are in Blue and this week's updates for the agenda in Red except in the SR review section where traffic light colours are used to indicate severity
 3) All Actions are in **RED BOLD please ensure actions are updated prior to the next meeting**

✧ Open Cases with High Visibility ✧

Item #	SR #	Site	Description	Status
1.	37742682		Cisco Switch PSU's	PSU's now at Cisco Vendor and being investigated at component level, awaiting customer report from Cisco 3/3/2011 – Citi to provide a suitable date to allow EMC to test that failover PSU works correctly. On going 17/3/2011 – Confirmation that Citi will test the PSU's on 26th March
2.	38305296		Cisco and DMX cycle switching	Cisco investigation is on hold until next green zone... Meeting should be setup on further discussions on the call flow and handling of log files Ongoing. Awaiting confirmation from CATE to have the latest code certified
3.	39386666		Unable to manage Blue Fabric	17/3/11 – Issue resolved, PH requested investigation to cause of issue

✧ House Keeping Items ✧

Item #	Description	Status
4.	Work planning and ETA review Meeting	Minutes from Implementation Sub-meeting, 17/3/2011 - DMX4 72 to 73 code upgrade. DMX 4 Star systems already upgraded. New TSE has been released which requires upgrades to 5773.163.113 before the end of March. Complete - DMX3 71 to 73 code upgrade. Being led by DC. DC to raise VC for a sub-set of DMX 3 units for first upgrade date of 23 October 2010 with a stated prerequisite of hosts updated to latest Citi certified SAN stack. Prerequisite McData Code upgrade. Upgrade of SAN stacks is scheduled for Jan. 15th and code upgrade is scheduled after DMX4's are completed, possibly Jan. 29th. TB and DC to drive 22nd Jan 5771 to 5772 completed but ran out of time to complete. Now scheduled for 5th Feb due to change freeze. Aiming for W/E 5th/6th March 30/10/2010 UK 5670 code DMX units to be migrated from by 30 October 2010. On hold awaiting DC return from leave. 17/3/11 5670 to 5671 upgrade for DMX10/14R is still on hold pending the EOS upgrade of the McData switches in RDC. The switch upgrades are due to be completed in the next two weekends, however the migration of hosts from these array is also due to commence in the next week, so the array microcode may not need to be upgraded – we will advise a) when the EOS is completed b) the expected completion of the migration. Once we know the two points above we can make a decision to upgrade or not.

✱House Keeping Items ✱		
		PH to provide GC with Serial numbers of DMX to confirm if they are under contract
5.	ECC and Storage Scope Upgrades/Installations	
6.	Planned Clariion Upgrades/Installations	<u>UK</u>
		<u>DE</u>
		<u>RU</u>
		<u>TK</u>
7.	DMX Upgrades/Installations	17/3/11 = PO possible for 80 received by EMC AD/SH to check
8.	Centera Upgrades/Installations	DE Centera Upgrades PH requested additional nodes 3/2/2011 – All paperwork has been signed. AD to confirm date for upgrade and confirmation of Node size <u>ACTION AD</u> 10/2/11 – Kit delivered 17/2/2011 – Upgrades taking place weekend 19th/20th Feb. Complete. On eval waiting for procurement. 17/3/2011 – Awaiting PO ETA end of next week 17/3/2011 – AD investigating the migration of Centeras from EDC to FDC
		PL Centera Upgrades 20/1/11 – PH confirmed request for additional nodes for Poland EMC trying to arrange loan kit. 3/2/2011 – AD to advise 10/2/11 – SH and AD to provide quote for new 8TB nodes 17/3/2011 – On Going SH talking to Reseller to confirm delivery date PH will then arrange installation

✱House Keeping Items ✱		
		TK Centera Upgrades 3/3/2011 – PH has requested 4 x Nodes for each site. AD is reviewing the current environment and will advise on next steps 10/3/2011 – AD to provide quotes 17/3/2011 – SH in touch with local Reseller UK Centera Upgrades 23/12/2010 - Centera (6 new nodes) are requested to be installed asap. NC will contact sales for status and delivery date... Poland are also planned to upgrade...??? 3/2/2011 – AD working on providing eval/loan kit AD to provide update of delivery. Loan agreement has been signed, awaiting delivery. Complete 10/3/2011 – Upgrade requested AD to provide quote 17/3/2011 – AD pointed out there were quotes for 4x nodes going into UK and DE for the 02 arrays
9.	ESRS	3/3/11 – CATE are currently certifying this and have questions – Currently on hold due to install processes. Citi have requested a CD version to be provided. Postponed until Q3 '11. Suggestion that this may be longer. 17/3/2011 – HD requested if all kit can be checked that it is connected to the ESRS
10.	Training	3/3/2011 – Following success of Centera training, Citi have requested Clariion training. AD confirmed it will take place in the next couple of weeks, date to be agreed with Citi. Middle to end of March AD 17/3/2011 – AD and PH to confirm date
11.	Citi Login For EMC	Citi SOE IDs 2010-12-16 GR reported that both TB and GR now has functioning remote access to their Citi account. SA had reported that AS will need a SEO and NC would need to process this. Once SOE is created SA will arrange remote access. SA to arrange a remote access card and SOE ID 23/12/2010 - AS reported account is now working, most of the trainings are completed and remote access was requested. 20/1/11 – NC to arrange access for GC to use Sharepoint GC and CPW to check. No Update 24/2/11 – NC will providing temp passes to all EMC staff. This will bypass the requirement to following Citi training TB only one to have normal pass due to access requirement to Citi systems 17/3/2011 – NC to check passes and access to buildings
12.	Quarterly Review	Available. GC

✱House Keeping Items ✱		
13.	EMC access to Cisco Management Server	2010-05-06 Post Cairo issue the question of EMC access to the Citi Cisco management servers was raised. Currently EMC CEs do have access to the McData management system but not the Cisco Management system. 2010-10-21 There are issues with password for Cisco switches which are preventing remote access for EMC. Terry is unable to assist with this whilst his access to the management server is not resolved. 23/12/2010 - TB reported that this request was initiated on the Citi Marketplace, but however there are some confusion because request could not completed, because the needed Server are not listed... 3/3/2011 – TB to discuss with CPW 17/3/2011 – Ongoing
14.	Storage Buffer	20/1/11 – Scott Hunter to work on new buffer requirements for 2011 24/2/2011 – On going SH to meet with NC to discuss. On going discussions SH/NC 17/3/2011 – It was suggested that a monthly/quarterly meeting takes place to discuss. End of March/Early April 2011
15.	Cisco Switches	2010-12-16 Additional Monitoring on switches and checking all switches on SAN. EMS team to drive 20/1/11 - Dave Coles and Andy Johnston are the lead. Should be working by end of Jan 2011 No update. 3/2/2011 – Darren Wood handling to monitoring of switches. Dave Coles and Andy Johnson health checking that all monitoring is enabled and operating correctly 17/3/11 – Ongoing. Possible engagement of EMC to assist. Review of all reporting tools available. Healthcheck of environment. Monitoring improved and looking OK DC/AJ EMC to investigate if a SAN health check can be performed
16.	Planned Absence	TB 15th March to 28th March AS – 16th-30th March NC – SG – 21st April - 3rd May
17.	AOB	Centera's 431 and 432 are out of support, AD and GC to check and confirm status Ongoing 3/2/2011 – NC requires quote for support of 6 x 9513 switches in RDC/FDC. 3/3/11 – NC to check and return the customer form to add these to contract. Awaiting for additional info from Citi. 3/3/2011 – NC raised the issue of Old Lane decommission of kit – NC Ongoing 10/3/2011 - Ongoing

✧House Keeping Items ✧

10/3/2011 – CPW requested information on a tech refresh for all Centera kit **AD to assist PH Ongoing**

10/3/2011 – Add minutes to Sharepoint **Action NC**

3/3/11 – GC to provide updated list of kit. List has been provided, this will be part of ongoing review

10/3/11 – NC investigating the possibility of EMC replacing drives during 9-5 hours **Ongoing**

10/3/11 – AJ Mentioned issue with Turkey Centera where 40,000 messages had been cleared out. Thanked EMC for their assistance. **EMC to mail Citi to confirm that the data cannot be retrieved**

10/3/11 – SG asked about availability of 80 extra drives for box 2262 in EDC. TB will prepare change control for end of March. TB/ SH 26th March preferable

3/3/2011 – Cisco/DMX SRDF issue when ports are turned on. All FCIP looking good

10/3/2011 – See Open SR's 39386666

10/3/2011 – GC requested a process for parts collection from site

10/3/2011 – Generic cost saves

10/3/2011 – EMC World Citi attendance – NC to check internally

Appendix B. Current EMC Estate

Install Summary		CLARiiON	Symmetrix	Connectrix	Switch	Centera	Celerra	EDL
13213444	CITIBANK	1	0	0	0	0	0	0
13214415	CITIBANK	1	0	0	0	0	0	0
2234087	Citigroup - MF SAN CGC	0	2	0	0	0	0	0

2234199	Citigroup - OS SAN CGC	0	6	27	18	0	0	0
2905529	Citigroup - OS SAN RDC	12	14	26	26	5	0	0
3825042	Citigroup - EGG Riverside Rd	3	0	0	8	2	0	0
3878335	Citibank Handlowy	0	0	0	0	4	0	0
3878336	Citibank Handlowy	0	0	0	0	3	0	0
4227267	Citigroup - OLD LANE	1	0	0	0	1	1	0
5215402	CITIBANK YILMAZ PLAZA	1	0	0	0	1	0	0
5274918	Citigroup - STI RDC	1	0	0	2	0	0	0
5288586	CITIBANK TEKFEN TOWER	0	0	0	0	1	0	0
6970827	Citigroup - OS Backups CGC	0	0	0	0	0	0	3
7836608	Citigroup - MF SAN RDC	0	5	0	2	0	0	0
83733	CITIBANK (Switzerland)	0	0	0	1	0	0	0
89964	CITIBANK (Switzerland)	0	0	0	0	1	0	0
Total		20	27	53	57	18	1	3

Install Summary		Centera	Connectrix	Switch	Symmetrix	EDL	CLARiiON
2385116	Citibank Privatkunden AG citigroup	2	14	10	10	0	0
4076231	Citibank citigroup	0	12	8	14	0	0
5378988	CitiBank Welle	0	0	4	2	3	0
8962443	Citibank NA in New York	0	0	20	10	0	10
Total		2	26	42	36	3	10

Key for below table

GREEN OS EMEA unaffected

Amber OS EMEA currently unaffected as the issue covers a higher release than in current use

RED Action required

Solution ID	EMC Technical Advisory	Date
emc254219	Ionix SAM 8.1: Patch 5 for Ionix Service Assurance Manager (Ionix SAM) 8.1 has been removed from Powerlink Not Used by OS in EMEA	28-Oct-2010
emc253461	RecoverPoint: IO error from both storage and RPA may result in data integrity issues. Not Used by OS in EMEA	28-Oct-2010
emc253731	Celerra: Data Mover panics with large (2 TB+) file systems after upgrade to 6.x Not Used by OS in EMEA	26-Oct-2010
emc253637	CLARiiON: Online Drive Firmware Upgrade (ODFU) advisory for EMC CLARiiON CX4 series arrays	21-Oct-2010
emc251386	Replication Manager: Replication only pairs first physical disk in volume group in each volume group on Linux native LVM. Not Used by OS in EMEA	21-Oct-2010
esg117203	Documentum Content Services for EMC Centera and Documentum Content Storage Services: Corrupted	21-Oct-2010

	content when writing to an EMC Centera store with compression enabled. Not Used by OS in EMEA	
<u>esg114968</u>	ApplicationXtender: Possible data loss with Storage Retention Manager Centera Integration Not Used by OS in EMEA	20-Oct-2010
<u>emc239941</u>	CLARiiON: Access to Thin LUNs is lost. Not Used by OS in EMEA	19-Oct-2010
<u>esg117424</u>	SourceOne: Incomplete Relational Search Results Not Used by OS in EMEA	18-Oct-2010
<u>emc253359</u>	CLARiiON: Improving uptime and robustness of CLARiiON CX4 Series arrays running FLARE Release 29.012 and earlier. To be discussed at next Installation ETA meeting.	14-Oct-2010
<u>emc251356</u>	Connectrix Brocade: 8Gb/sec capable Fibre Channel port configured with distance setting in excess of the approved values will experience constant timeouts and Link Resets (LR). Not Used by OS in EMEA	14-Oct-2010

Appendix C. EMC Escalation Contacts

Name	EMC Title	Office Location	Office Phone	Cell Phone	Email
EMC Diamond Line	Escalation for sev 1 Calls		+1 508.249.9350 or UK 0800 0285064 Extension: 25724		-
EMC UK Call Centre			0870 6000300		-
Richard McLaughlin	Global Account Manager	NY	+1 212 301 7525		richard.mclaughlin@emc.com
Jim Huggins	Global Service Account Manager	NY	+1 908 286 7801	+1 201.965.1512	huggins_jim@emc.com
Alex Halachis	Global CSM	NY	+1 508 612 6950	+1 508 249 3760	Halachis_Alex@emc.com
Scott Hunter	Account Manager (UK)	London		+44 7802 241374	scott.hunter@emc.com
Graham Cole	Service Account Manager (EMEA)	London		+44 7747 765359	graham.cole@emc.com
Alan Davison	Technology Consultant	London		+44 7711684473	davison_alan@emc.com
Simon Warner	Technology Consultant Open Systems and Backup	London		+44 7712137246	Warner_Simon@emc.com
Lee West	Technology Consultant Mainframe	London		+44 7801214302	West_lee@emc.com
Alan Ebbage	Project Manager	London		+44 20 8758 5804	ebbage_Alan@emc.com
Mark Colvin-Jarvis	Area service Manager	London		+44 7730 052626	colvinjarvis_mark@emc.com
David Ellwood	Service Manager	London	+44 20 7618 1289	+44 7979 906020	ellwood_david@emc.com
Tony Boden	Triage Service Manager	London	+44 20 7618 1258	+44 7699 743138	boden_tony@emc.com
Terry Brister	Site CE (UK)	London		+44 7713 505896	brister_terry@emc.com
Gary Knight	RTS (Mainframe)	London		+44 7824451601	Knight_Gary@emc.com
Kevin McGhee	RTS (Centera))	London	44 20 8758 5828	+44 7730 781063	mcghee_kevin@emc.com
Rolf Zahn	Account Manager (Germany)	Germany	+49 511 6168 0242	+49 1736535121	Zahn_Rolf@emc.com
Andreas Specht	Service Account Manager (DE)	Germany		+49 2131 9191 230	specht_andreas@emc.com

Oliver Schiwietz	Area Service Manager	Germany	+49 2131 9191-145		schiwietz_oliver@emc.com
Peter Hering	Project Manager	Germany	+49 2131 9191 133		hering_peter@emc.com
Richard Herbst	Technical Consultant (Mainframe)	Germany	+49 2131 9191-312	-	herbst_richard@emc.com
Heiko Loewe	Account Technical Consultant	Germany	+49 2131 9191-155	-	loewe_heiko@emc.com
Detlef Hoff	Service Manager	Germany	+49 2131 9191 218	+49 1319191218	hoff_detlef@emc.com
Jochen Terhaag	Account CE	Germany		+49 21319191163	terhaag_jochen@emc.com
Jan Lukasiewicz	Service Manager	Warsaw Poland	+48 22 455 30 28	+48 605 477 401	Lukasiewicz_Jan@emc.com
Pawel Wojciechowski	Account Manager	Warsaw Poland		+ 48 605324703	wojciechowski_pawel@emc.com
Buerkli, Freddy	Account Manager	Switzerland	+41 43 4446752	+41 43 4446752	Buerkli_Freddy@emc.com
Ivan Cioffi	Service Manager	Switzerland	+41 43 4446692	+41 763732273	Cioffi_Ivan@emc.com
Meiners, Andreas	Technical Account Manager	Switzerland	+41 43 444 6773	+41 793201347	Meiners_Andreas@emc.com
Emil Abergel	Area Service Manager	Israel & Turkey	+972 3 6454 212	+972 54 6757212	Abergel_Emil@emc.com
Achtar zad, Danny	DTM	Israel & Turkey	+972 3 6454 244	+972 54 6757244	Achtar zad_Danny@emc.com
Kutay Kilic	Service Manager	Turkey	+90 212 317 4422	+90 532 230 3150	Kilic_Kutay@emc.com