

Citi Weekly EMC Meeting – Open Systems BAU (every Thursday)			
Date: April 21st 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	Confirmation that Citi will test the PSU's on 9 th April PH to confirm Action *PH*
2	38305296		Cisco and DMX cycle switching	Ongoing. Awaiting confirmation from CATE to have the latest code certified
3	39841210		Cache Utilization and Cycle Switching issue	To be picked up by TS team as part of the ongoing investigations

✧ House Keeping Items ✧		
Item #	Description	Status
1.	DMX Upgrades	2262 Requires 80 drives to be installed. SG to arrange directly with Jochen Completed
2.	Planned Clarion Upgrades/Installations	<u>UK</u>
		AX 4 and 16 x1TB drives to be installed, 7th/8th May Install Date
		<u>DE</u>
		AX 4 and 16 x1TB drives to be installed
		<u>RU</u>
		<u>TK</u>
3.	ECC and Storage Scope Upgrades/Installations	

✕ House Keeping Items ✕		
4.	Centera Upgrades/Installations	UK
		DE
		PL 0059 Upgrade of 4 x Nodes
		TK
5.	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.
6.	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 14/4/2011 – Scheduled for 5th May
7.	Quarterly Review	2010 report is now available for review
8.	Storage Buffer	
9.	Cisco Switches	16/12/2010 - Additional Monitoring on switches and checking all switches on SAN. EMS team to drive 7/4/2011 - Ongoing. Possible engagement of EMC to assist. Review of all reporting tools available. Health check of environment. EMC to investigate if a SAN health check can be performed
10.	Planned Absence	NC – 22 nd April - 3 rd May SG – 21 st April - 3 rd May TB – 22 nd April – 3 rd May
11.	AOB	3/3/2011 – NC raised the issue of Old Lane decommission of kit – Action *NC* Ongoing 31/3/11 – NC investigating the possibility of EMC replacing drives during 9-5 hours. GC met with DC Manager and this is under review

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	7	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	28	53	57	18	1	3

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
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Graham Cole	Service Account Manager (EMEA)	London		+44 7747 765359	graham.cole@emc.com
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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
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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
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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
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Richard Herbst	Technical Consultant (Mainframe)	Germany	+49 2131 9191-312	-	herbst_richard@emc.com
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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
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Pawel Wojciechowski	Account Manager	Warsaw Poland		+ 48 605324703	wojciechowski_pawel@emc.com
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