

Let's get started...

1. Login to **TCRS**.  
<https://tcrsprodapp.nam.nsroot.net:4443/arsys/shared/login.jsp>

Browser address bar: <https://tcresapp.xam.roctest.net:8443/https/secure/login.jsa>

Page content:

TCRS

Login

User ID

Password

If you have any questions after logging into the TCRS application please open a Virtual Tech ticket and assign it to the TCRS Support queue. If you have no access to Virtual Tech please contact the CT, UK Helpdesk at 0800PLP442 (Caption 1, 2, 3) and request that a Virtual Tech ticket be created and assigned

- [Change Username/Password using ForgotMe](#) (If you have forgotten or do not know your password)
- [Change Password](#) (If you know your password and want to change it)

[TCRS Showcase](#)

Thank you,  
CATRC/CS Showcase Solutions

2. Click **Create Technical Capacity Request.**


**NA Region**
**Technical Capacity Request System**



[Project Initiation](#)
[Provisioning](#)
[End to End Project Summary](#)
[SDLC](#)
[Maintenance](#)
[Help / Contact](#)
[Inventory](#)

Please make a selection [Change Region](#)

[Create Technical Capacity Request](#)
[Create Network Device](#)

[Search Technical Capacity Request](#)
[Search Network Device](#)

[Capacity Queue Panel](#)

[SLM View Panel](#)

[Password Help](#)

[System Logout](#)

Welcome to the Asset / Technical Capacity Request Systems.

The links above will help you access the appropriate form.

For more information about this project please visit our [Sharepoint](#).

3. Under *Type of Request*, select **SAN Request**.


**NA Region**

## Technical Capacity Request System

[Dashboard](#)
[Modify](#)
[New Request](#)
[New Search](#)
[Main Menu](#)
[Cancel](#)
[CAP014495](#)
[Cancel](#)
[Back to Queue](#)
[Open SLM](#)
[Copy Request](#)

| Business Information        |  |                             |  | Decommission             |  |                        |  | Storage                  |  |                                  |  | Application |  |  |  | Additional Information |  |  |  | Finance |  |  |  | Request Validations |  |  |  | Project Status Summary |  |  |  | Attachments |  |  |  |
|-----------------------------|--|-----------------------------|--|--------------------------|--|------------------------|--|--------------------------|--|----------------------------------|--|-------------|--|--|--|------------------------|--|--|--|---------|--|--|--|---------------------|--|--|--|------------------------|--|--|--|-------------|--|--|--|
| Project Name                |  | Req. SSOID                  |  | Requester                |  | Requester Phone        |  | Requester Email          |  | Type of Request                  |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| TEST - 00000000000000000000 |  | 212459                      |  | nicholas.arnes           |  | +1 (908) 563-1959      |  | nicholas.arnes@citic.com |  | Storage Request - SAN            |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| Business Sector             |  | St.Mgr SSOID                |  | St. Business Mgr/Spenser |  | St. Business Mgr Phone |  | St. Business Mgr Email   |  | ADN                              |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| CTD                         |  | Jen30790                    |  | Jenard.majors@citic.com  |  | +1 (908) 563-2903      |  | Jenard.majors@citic.com  |  | Audit Mandate                    |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| Business Group              |  | Bulk/ICAP Request?          |  | CTI PM                   |  | Signing Authority      |  | SA Manager               |  | Cost Migration                   |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| CCC_Bus                     |  | Yes / No                    |  | TBD                      |  |                        |  | Frank.B                  |  | Equipment Solicitation           |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| Business Line               |  | Bulk-bundled P/PI           |  | P/PI Name                |  | Plan / P/PI S          |  | SA Name                  |  | Industry Mandate                 |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| CCC - Project Innovation    |  |                             |  |                          |  |                        |  | Support Group/SA Team    |  | Infrastructure                   |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| Business                    |  | CTIS PM Assigned to Project |  | St Manager of Technology |  |                        |  | Hugana, Deborah          |  | No Servers - CPU Upgrade         |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
| CCC - Project Innovation    |  |                             |  |                          |  |                        |  |                          |  | No Servers - Hard Drive Upgrade  |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | No Servers - Memory Upgrade      |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | No Servers - Memory/CPU Upgrade  |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Other (Describe Below)           |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Revenue Generating               |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Risk Reduction                   |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Service Enhancement              |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Sales Zone                       |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Storage Request - CADD Migration |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Storage Request - NAS            |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Storage Request - SAN            |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Private / ESS Server             |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |
|                             |  |                             |  |                          |  |                        |  |                          |  | Misc (Specify)                   |  |             |  |  |  |                        |  |  |  |         |  |  |  |                     |  |  |  |                        |  |  |  |             |  |  |  |

**Justification**

1. Scope

The an on purpose of the project and the project requirements as they relate to the need for physical and/or virtual servers.

☐ Justification supporting the request - Forward of document to the request, along with a summary below, include links to IT dependencies, security implications, any known risks/impacts

**Executive Summary**

1. Business Purpose

Why this project makes business/financial sense

☐ Please provide summary of how you will achieve the results Include Business Rational if you are extending an existing app benefit and ROI

4. **Fill out** the remainder of the form (all fields in **BOLD** are mandatory).
5. Click **Submit** (additional tabs will appear).

- Click on the **Storage Tab** (form will appear).
- Click **Add** button to define request information.

Business Information   Decommission   **Storage**   Application   Additional Information   Finance   Request Validation   Project Status Summary   Attachments

Storage Justification Complete ☒ Yes  
[Go to the Justification Questionnaire](#)

Storage Justification is required when Storage is requested.

**SAN Storage**

SAN Additional Storage   Gold w/Replication   Gold w/o Replication   Silver w/Replication   Silver w/o Replication   SAN Archive

**SAN Additional Storage**

1 entries returned - 1 entries matched

| Server Name    | Server Env | Server Type | Server Model | Serial Number | DC Location | Storage Type       | Storage Area | Post Design Review |
|----------------|------------|-------------|--------------|---------------|-------------|--------------------|--------------|--------------------|
| GTMSPRODTRSC00 | COB        |             | SUNFIRE V400 | 0211440000    |             | Silver w/o Replic. | 4            | Silver w/o R       |

Post Design Review

SAN Storage Allocation Date

8. Fill out **SAN Request Details** (all fields in BOLD are mandatory).

|      |              |                         |             |
|------|--------------|-------------------------|-------------|
| Save | Clear Window | SAN Information Details | Aperture ID |
|------|--------------|-------------------------|-------------|

All the fields in bold in this form are required. Please fill in all the required information.  
 The Storage Request will not be forwarded to DST until all fields have been filled in.

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|                                                                                           |                                                                                        |                                                                                                    |                                                                                   |
|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <b>DC or TECH Room</b><br><input checked="" type="radio"/> DC <input type="radio"/> TECH  | <b>Site Address</b><br><input style="width: 90%;" type="text"/>                        | <b>Storage Approval</b><br><input style="width: 90%;" type="text"/>                                |                                                                                   |
| <b>Server Name</b><br><input style="width: 95%;" type="text"/> GTMSPROTCRSCDB             | <input type="button" value="Lookup Server"/>                                           | <input type="button" value="Show TAS Info"/>                                                       |                                                                                   |
| <b>Server Vendor</b><br><input style="width: 95%;" type="text"/> SUN                      | <b>Server Model</b><br><input style="width: 95%;" type="text"/> SUNFIRE V430           |                                                                                                    |                                                                                   |
| <b>Server Machine Type</b><br><input style="width: 95%;" type="text"/> Global Zone Server | <b>Serial Number</b><br><input style="width: 95%;" type="text"/> 0511AM00B0            | <b>Requested Storage Tier</b><br><input style="width: 95%;" type="text"/> Silver w/o Replication   | <b>Requested Storage Amt (GB)</b><br><input style="width: 95%;" type="text"/> 4   |
| <b>Comments</b><br><input style="width: 95%;" type="text"/>                               | <b>Server Machine Category</b><br><input style="width: 95%;" type="text"/> Contingency | <b>Post-Design Storage Tier</b><br><input style="width: 95%;" type="text"/> Silver w/o Replication | <b>Post-Design Storage Amt (GB)</b><br><input style="width: 95%;" type="text"/> 4 |

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|                                                                                           |                                                                      |                                                                                        |                                                            |
|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------|
| <b>LUN Size (GB)</b><br><input style="width: 90%;" type="text"/> 4                        | <b>LUN Comments</b><br><input style="width: 95%;" type="text"/> TEST | <b>Share Disk Visibility</b><br><input style="width: 95%;" type="text"/> No            | <b>SA Name</b><br><input style="width: 95%;" type="text"/> |
| <b>Cluster?</b><br><input checked="" type="radio"/> Yes <input type="radio"/> No          |                                                                      | <b>HBA Installed?</b><br><input checked="" type="radio"/> Yes <input type="radio"/> No |                                                            |
| <b>Cluster Type</b><br><input style="width: 95%;" type="text"/>                           |                                                                      | <b>HBA Location 1</b><br><input style="width: 95%;" type="text"/> SAN 0                |                                                            |
| <b>Cluster Version</b><br><input style="width: 95%;" type="text"/> SRDF (Prod/DR) Partner |                                                                      | <b>HBA Location 2</b><br><input style="width: 95%;" type="text"/> SAN 1                |                                                            |
| <b>SRDF (Prod/DR) Partner</b><br><input style="width: 95%;" type="text"/>                 |                                                                      | <b>HBA Location 3</b><br><input style="width: 95%;" type="text"/>                      |                                                            |
| <b>Region</b><br><input style="width: 95%;" type="text"/> North-America                   |                                                                      | <b>HBA Location 4</b><br><input style="width: 95%;" type="text"/>                      |                                                            |

**Requires New Storage Connection?**  
☒ Yes ☐ No  
 Solaris 10

**SRDF Display**

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|                                            |                                            |
|--------------------------------------------|--------------------------------------------|
| <b>Pre-Design Storage Multiplier</b>       | <b>Post-Design Storage Multiplier</b>      |
| <input style="width: 95%;" type="text"/> 4 | <input style="width: 95%;" type="text"/> 4 |

9. Click **Save** (form closes).
10. Click **Go to Justification Questionnaire** button (form will appear).
11. Select **SAN** under *Type of Storage*.
12. **Select desired response** to question, “*Is this Storage for New or Existing Application?*”
13. You will need to complete required information within the following three (3) tabs.

- **Storage Information**
- **Storage Impact**
- **Justification**
- **Attachment<sup>1</sup>**

14. Click **Save Changes** (form will close).
15. Click **Yes** to "Storage Justification Complete?" on Storage tab form.

**NOTE:** Based on your selection(s), you may need to populate additional information under the Application tab.

16. Click **Request Validations** tab.
17. Click **Yes** to *Submitter Finalized* when you are ready to progress your request to the workflow.

**NOTE:** You will no longer be able to make changes to your request once requester finalized as been completed.

18. Click Modify to complete submission process.

The Request Initiation Phase will begin at this point.

19. Click the **Show Approval Status** button under Business Information page to track to progress of your request.

- **Request Initiation Phase** – Used to track Approvals
- **Request Provisioning Phase** – Use to track creation of Provisioning record and Aperture request generation

This completes your instruction for submitting a SAN Request using TCRS.

Additionally, you can refer to this document when submitting a request for additional SAN as well as submitting a request for New Infrastructure with SAN.

## Resources:

### CTI Global Storage Management SharePoint

<https://technology.home.citi.net/sites/ctigsm/default.aspx>

### CTI NA SAN SharePoint

<https://technology.home.citi.net/sites/ctigsm/regions/NAM/ctinasan/default.aspx>

### SAN Storage Improvement - Revising Tier Standards

[SAN Tier Rename – Establishing a Global Standard](#)