Franklin College has identified a critical need within the college for a reliable and robust data backup solution for servers. To fulfill this need, Franklin OIT has invested in the necessary enterprise-level storage hardware and backup software components to provide this service to all Franklin College units and corresponding college personnel for a cost-recovery rate. This solution is currently established around the R1Soft Server Backup product.

Benefits of Service

Benefits of Using Franklin OIT Data Backup Service (DBS) for Servers

- High Availability
  - Redundant hardware and components for the backup management system
  - Datacenter backed by UPS and generator
  - Environment monitored for fail-over and performance
- High Performance
  - Hardware refresh included
  - Storage provided by enterprise components
  - Enterprise server and networking hardware
- Secure
  - Network isolation of backup data streams
  - Backup data streams are encrypted
  - Restricted physical access to data storage, servers, and network hardware.
  - Restricted access to backup portal for your site
- Flexible
  - OIT or Self-managed options
    - Manage your own backup schedules and retention periods
    - Recover data on your own schedule
    - Manage data usage to limit or reduce costs
    - Monitor your backups for completion
- Supported Operating Systems
  - Linux: R1Soft Server Backup Knowledgebase - Linux Requirements
  - Windows: R1Soft Server Backup Knowledgebase - Windows Requirements

Requesting Use and Support

New Clients

Franklin College faculty and staff can request more information on data backup services by contacting the Franklin OIT Helpdesk:

- Submit a ticket
- Email the helpdesk
- Call: 706-542-9900

Existing Clients

Franklin College faculty and staff can request support on data backup services by contacting the Franklin OIT Helpdesk:

- Submit a ticket
- Email the helpdesk
- Call: 706-542-9900
Current Rates for Service

- FY17 Rates
- Initial Data Backup Service Setup (one-time): $60
- Data Backup Service storage use (billed quarterly): $234/Terabyte (TB)/year
- Service Management and Support Options (select one):
  - FOIT-Managed Data Backup Service: $60/system/year
    - Limit of 12 data recovery requests per year included.
  - Self-Managed* Data Backup Services: No Charge

Client Responsibility

Clients are responsible for the following:

- Initiating requests for new service, change on existing service, or support for services via the Franklin OIT Help Desk.
- Purchase of any additional required items outside of this service, including, but not limited to, hardware, software, support services, warranty, cabling, licensing, or fees.
- Signing and returning any associated forms for this service including Memorandum of Understanding (MOU), Proposal of Work (POW), and Statement of Work (SOW).
- Development of data management plans, disaster recovery plans, and business continuity plans as applicable.

* Clients are additionally responsible for the following if selecting the Self-Managed option:

- Managing the backup schedule and backup type per system
- Managing data recovery processes
- An adequate data storage location must be provided for recovered data
- Managing the backup reports and notifications
- Monitoring and planning for backup storage allocations
- Self-Help support using the Franklin OIT Self Service Website documentation
- **NOTE:** Limit of one support request per year at no cost, up to one hour. Additional support requests or time will be available at cost-recovery per request.

OIT Responsibility

- Maintain and support the storage and server hardware and infrastructure
- Maintain and support the product licensing for the software
- Provide direct support to clients for the backup service depending on the level of management service selected:
  - FOIT-Managed Service Option:
    - A backup schedule and plan will be established and maintained by Franklin OIT based upon client needs. Changes will be requested in writing and documented in the Helpdesk ticketing system.
    - Franklin OIT will perform up to 12 annual data recoveries as requested by the client. Additional recoveries will be evaluated for cost-recovery rates.
  - Self-Managed Service Option:
    - Franklin OIT will provide online documentation and examples on usage of the data backup services on the Franklin OIT Self Service Website.
    - Franklin OIT will provide indirect or direct initial setup training on how to use the service and may assist with one support request per year up to one hour.
    - Data recovery requests and additional support will be available at cost-recovery rates.