Franklin College has identified a critical need within the college for a reliable and robust backup solution for desktops. 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 service is currently based upon the on-premise Code42 software solution.

**Benefits of Service**

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

- **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**
  - 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

**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**

- Initial Data Backup Service Setup (one-time): $30/client ($150 Maximum)
- Data Backup Service storage use (billed quarterly): $218/Terabyte (TB)/year
- Annual Service Management and Support Options (select one):
  - For units purchasing 5 or more clients: $150/year
  - For units purchasing fewer than 5 clients: $30/client/year
• For standalone individuals: $30/client/year

Client Responsibility

Clients are responsible for the following:

• Initiate requests for new service, change on existing service, or support for services via the Franklin OIT Helpdesk.
• Purchase of any additional required items outside of this service, including, but not limited to, hardware, software, support services, warranty, cabling, licensing, or fees.
• Sign and return any associated forms for this service including Memorandum of Understanding (MOU), Proposal of Work (POW), and Statement of Work (SOW).
• Develop data management plans, disaster recovery plans, and business continuity plans as applicable.
• Manage the backup schedule and backup type per system
• Manage the data recovery processes
  • An adequate data storage location must be provided for recovered data
• Manage backup reports and notifications
• Monitor and plan for backup storage allocations
• Utilize self-Help support available on the Franklin OIT Self Service Website
• 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 instructional assistance to clients on use of the system:
  • Documentation and examples on usage of the data backup services on the Franklin OIT Self Service Website.
  • 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, outside of self-service, and additional support will be available at cost-recovery rates.