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
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 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.
- 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.

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

- 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 the 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 direct support to clients for the backup service depending on the level of management service selected:
  - FOIT-Managed Service Option:
    - Establish and maintain a backup schedule and plan by Franklin OIT based upon client needs. Changes will be requested in writing and documented in the Helpdesk ticketing system.
    - 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:
    - Provide online documentation and examples on usage of the data backup services on the Franklin OIT Self Service Website.
    - 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.