Data Backup for Desktops

- Benefits of Service
- Requesting Use and Support
  - New Clients
  - Existing Clients
- Current Rates for Service
- Client Responsibility
- OIT Responsibility

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.