Data Backup for Servers

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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 Unitrends Server Backup product which supports both virtual and physical server configurations.

### 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
- **Supported Operating Systems**
  - Linux Agent Requirements
  - 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 Help Desk:

- Submit a ticket
- Email the help desk
- Call: 706-542-9900

**Existing Clients**

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

- Submit a ticket
- Email the help desk
- Call: 706-542-9900

### Current Rates for Service

- Initial Data Backup Service Setup (one-time): **$60**
- Data Backup Service including the 1TB of data storage (billed annually): **$100/year**
- Additional 1TB of Storage allocations: **$30/ TB/Year**
- Franklin OIT reserves the right to charge for data recover requests in excess of 12 per year at our standard hourly rate.

### 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.

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 Help Desk ticketing system.
    • Perform up to 12 annual data recoveries as requested by the client. Additional recoveries will be evaluated for cost-recovery rates.