Data Backup for Servers

- 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 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.