Data Backup for Desktops

- Benefits of Service
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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 established a relationship and provides management of the Code42 software solution at a cost-recovery rate.

Benefits of Service

Benefits of the Franklin OIT Data Backup Service for desktops using Code42 Software

- The cloud-hosted service provides:
  - High Availability
  - High Performance
  - Secure
  - Flexible
  - Always-on / Constant backups of data as it changes
  - Unlimited data storage

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

- Annual Code42 Backup Software Licensing (annual): $75/client

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.
- Manage the data recovery processes
  - (Additional storage may be required if restoring large data sets)
- Utilize self-Help support available on the Franklin OIT Self Service Website

OIT Responsibility
- Maintain and support the Code42 management portal
- 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.