

Service Description

The Backup service uses IBM Tivoli Storage Manager Software and provides for nightly backups of customer data. It also provides for necessary restores due to data loss or corruption. The option of performing additional backups, archiving, restoring or retrieving functions is available for customer data. OIT backup facilities provide a high degree of stability and recoverability as backups are duplicated to the alternate site.

Customers of the Backup service may also be interested in the following OIT services:

- AIX Systems
- Database Support
- Server Virtualization
- Storage Services
- Windows Support

Customer Benefits

- **Archive/Retrieval Service** - Eliminates the need for local storage.
- **Continuity** - Offsite Copies are provided so fireproof tapes are not necessary.
- **Cost-savings** - The customer will not need to procure, maintain or support hardware and/or software to provide backups.
- **Experienced, Knowledgeable Staff** - The technical support staff is highly experienced with the backup software and in the use of the virtual tape hardware.
- **Support** - Service support is provided by OIT staff skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Backup/archive client software and training
- Hardware
- Incident resolution services via the Customer Service Center
- Maintenance of hardware and software
- Offsite backups are included for all customers
- Routine maintenance
- Service provisioning and implementation

Maintenance Schedule

Maintenance time is scheduled with the customer when necessary.

Incident Response & Resolution

As a primary service, Backup support staff is available 24 x 7 for both incident reporting and resolution. Backup staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Backup uptime	99%
Incident Responsiveness	Backup support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Backup support staff resolves incidents within 4 hours during normal business hours.	100%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the IT Enterprise Service Catalog <http://itenterprise.ohio.gov>.
- Provide DAS OIT with a valid billing number.
- Provide startup and shut down scripts for applications
- Review logs to ensure applications are cycling correctly and important files are backed up successfully.

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.