

Enterprise Backup Services

Service Description

The Enterprise 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 Enterprise 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, Enterprise Backup support staff is available 24 x 7 for both incident reporting and resolution. Enterprise 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 | Enterprise Backup uptime | 99% |
| Incident Responsiveness | Enterprise Backup support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes. | 100% |
| Incident Resolution | Enterprise 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 contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.