

# Tape Backup System Proposed costing model for non-SMS users

In June, 2007 ITD and RMIS purchased a Tape Backup system (TBS) to augment their respective backup systems that had reached capacity. It was ITD's goal to offer Tape Backup services to colleges and departments in the future after we migrated from the old TBS to the new TBS. Several units on campus have come to us with urgent needs of Tape Backup services, hence our offering now for backup services.

This document attempts to model a service level agreement to colleges and departments a tape backup service where their data is to be backed-up directly from their servers to ITD/RMIS' TBS without going through ITD/RMIS' Storage Management System.

ITD currently has a TBS per data center. Architecturally we can backup each respective data center to the other. An option to our customers will be to backup their data to the data center furthest away from their original data and to have a copy of those backups duplicated to the other data center for maximized redundancy.

Supported Platforms (client servers, currently we are not planning to provide desktop backups)

Windows

Linux

Solaris

Mac

Licensing:

ITD will purchase required NetBackup licenses and back bill the client. There will be a one-time licensing cost and an ongoing maintenance cost after the first year. Any special needs license such as extensions for Oracle, Sybase, Windows Shadow Copy, will also be purchase by ITD and charged back to the client unless such license is a global license.

Tape storage cost:

The tape storage formula is \$0.10 per gigabyte annually. The gigabyte capacity backed up will be computed on a periodic basis using tools in NetBackup. Copies of these reports will be available to the client if requested.

**Retention policy:**

ITD wants to provide the most flexibility for our customers; therefore, ITD is not forcing any specific retention policy. ITD recommends users have candid discussions with us about their data so an appropriate retention policy can be built. The default recommendation for most data is the following:

4 week retention with weekly full and 6 daily cumulative incrementals per week.

**Restores:**

Restore will be available but the details of the restore process are still being worked out. Some of the ideas have been client initiated restores, helpdesk mediated restores, restore request quotas with incident charges beyond clients quota.

**Archival:**

Archival services will be available in the near future as we develop guidelines for such a service. The current proposal costing model will be based on the number of tapes used to generate the archive.

**Disaster Recovery:**

ITD's main purpose for backups is disaster recovery. We highly recommend that potential clients discuss their DR plans with us so that we can better integrate what offerings ITD has.

**Offsite storage:**

Currently ITD is still working to come up with policies on offsite store. We ask that potential clients seeking offsite storage open a dialog with ITD so we can design policies that fit both ITD and the client's needs.

Other Considerations:

This SLA is for college/departmental server tape backup only.

We realize there are other backup services needed for campus, specifically backups of desktops and laptops. These and other services are being investigated.