

Backup Service

*Network Services
May 23, 2017*

Rate

Monthly per GB of Protected Data	\$0.39
Debit Code	216

Service Description

Data (records) from client systems are copied to other storage media by the Office of the Chief Information Officer (OCIO) for the purpose of disaster recovery preparations. The data is only to be used for system restoration in the event of a disaster or system failure. Disaster recovery data is never to be used or considered for records access or management purposes.

Service provides cross-platform disaster recovery backups which include management, monitoring and restores by the Office of the CIO. Default backup schedule is as follows:

- Monday – Thursday
 - Daily incremental runs after 5 p.m., time is adjustable
 - Data is kept for one week
- Friday
 - End-of-Week full runs after 5 p.m., time is adjustable
 - Data is kept for one Month
- Saturday and Sunday
 - End-of-Week full backups can run during either day
 - Data is kept for one Month

End-of-month backups are not a specific job. The backups are rolled up and kept for the appropriate end-of-month retention on the last day of the month. End-of-month and end-of-year jobs are run and kept according the affected agency's retention periods. Yearly jobs that are needed longer than one year can be accommodated as needed.

Service Details

Service includes:

Backup Service

- Backup client software deployment and configuration.
- Centralized management of backup jobs and restores.
- Monitoring and maintenance of backup hardware, software and environment.
- Optional use of integrated agents for third party software (SQL, Oracle, DB2 for example).

Service does not include:

- Support of full OS restore on a server. This would incur additional time and material costs.
See the OCIO website All Services for rates and fees:

<http://www.cio.nebraska.gov/services/index.html>

Benefits

- Centralized management
- Disk based backups that can be located off-site
- Economies of scale to lower costs.
- Encryption at the hardware level for tape media.
- Automated backups performed on a set schedule.
- Office of the CIO's additional support contract with the backup vendor, which provides technical assistance in the configuration and maintenance of the backup management environment.

Service Hours, Availability and Reliability

The OCIO backup environment is on mission critical devices, and as such will be run on a 24 x 7 basis. Downtime will be kept to a minimum and should not impair nightly backups.

Responsibilities

The OCIO will be responsible for backup operation and all connecting hardware and network components. The client will be responsible for their system's availability during backup hours.

For further information, please contact:

Office of the CIO Service Desk

cio.help@nebraska.gov

402-471-4636 or 800-982-2468