

Enterprise Backup Service

Network Services
August 2020

Rate

Monthly, per GB of Protected Data: \$0.39

General Overview

The Enterprise Backup Service duplicates data from the client systems to storage media for disaster recovery readiness. The enterprise backup service is for system restoration in the event of a disaster or system failure and not for records management or archive purposes.

Service Details

The enterprise backup service provides cross-platform disaster recovery readiness. The service includes management, monitoring, and restores by the Office of the CIO. An example backup schedule is as follows:

- Monday – Friday
 - Daily incremental backup runs after 5 PM
 - Data is kept for one week
- Weekend
 - End-of-Week full backup runs
 - Data is kept for one Month

Backup Service includes:

- Backup client software deployment and configuration
- Centralized management of backup jobs and restores
- Monitoring and maintenance of backup hardware, software and environment
- Integrated agents for third party software (i.e. SQL, Oracle, Exchange)

Backup Service does not include:

- Discovery and/or records management access to individual records, files or data located on a backup.
- Support of full OS and/or bare metal restore on a server

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Roles and Responsibilities

The Office of the CIO will be responsible for backup operation and all connecting hardware and network components. The client will be responsible for availability of its systems during backup periods.

Requesting Service

Submit a request via the Service Portal: [OCIO Backup Service](#)

Or, contact the Office of the CIO Service Desk (402- 471-4636) or [CIO.help@nebraska.gov](mailto:cio.help@nebraska.gov)).

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

Service Expectations, Hours, Availability and Reliability

Service is available 24x7. Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636).

**For further information, please contact:
The Office of the CIO Service Desk**

Request this Service: <https://serviceportal.ne.gov>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468