

Enterprise Backup Service

Network Services
January 2019

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 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 runs after 5 PM
 - Data is kept for one week
- Weekend
 - End-of-Week full 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

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.

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Requesting Service

To order the service, contact the Office of the CIO Service Desk (402- 471-4636) or CIO.help@nebraska.gov.

Or, submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

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. The customer may designate which job code and work order number to use or request a new job code and work order number. 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

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7 AM – 6 PM) the Service Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

The Office of the CIO backup environment runs on 24x7 mission critical hardware. Downtime and maintenance will be communicated via OCIO change management.

**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