

Customer Benefits

- **Retrieval** – Eliminates the need for agencies to maintain local storage in support of backup and restores.
- **Cost-savings** – Customers do not need to procure, maintain or support hardware and/or software for data backups.
- **Experienced, Knowledgeable Staff** – Admin technical support staff is highly experienced with the backup software and in the use of specialized backup and restore hardware devices and appliances.
- **Support** – Service support is provided by Admin staff skilled and experienced in planning, supporting and troubleshooting the service.

Customer vs. Admin Responsibilities

This section identifies in detail the Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Monitor the backup infrastructure to assure availability and functionality.	X	
Maintain the backup infrastructure on supported software and hardware.	X	
Notify customers and schedule an appropriate time when backup system maintenance is required (outside of planned maintenance windows).	X	
Provide support and assistance with backup problem resolution.	X	
Assure compliance with all backup requirements.	X	
Provide off-site storage of backup data.	X	
Notify the customer when the backup client software must be upgraded.	X	
Provide the contact person, phone number and an email address to Admin for correspondents regarding back up infrastructure issues.		X
Notify Admin of any federal, state or county compliance requirements. Agency shall attach relevant documentation identifying the deficiency and the requirement for compliance. The document will be kept on file for audit disclosure and a record authorizing the compliance or change.		X
Provide at least one week for backup schedule modifications (add, change or delete) or the removal of any client machine from this service.		X
Client-maintained (unmanaged virtual or physical hosted) server operating system software upgrades should be performed in a timely manner to ensure software support and license compliance with the backup infrastructure.		X

Responsibilities	Admin	Customer
Monitor backup reports and client logs daily for missed or partial backups.		X
Provide tools and procedures to address any corruption that may result from the backing up or restoring of files that were open during a backup.		X
Publish backup schedules.	X	
Identify backup requirements.		X
Publish data retention periods.	X	
Identify retention requirements.		X
Manage offsite backup infrastructure and onsite backup infrastructure.	X	
Publish notifications of backup infrastructure, OS, and backup product compatibility updates and refreshes as needed.	X	
Verify application data backup is successful (as scheduled); troubleshoot all failures to resolution.	X	X
Verify the integrity of the customer data restored from backups.		X
Provide and publish standard maintenance windows and administrator support for infrastructure upgrades (hardware and software), product refreshes and repairs as required.	X	
Provide, upon request, daily backup success/failure reports via email for customer review.	X	
Develop the appropriate startup and shut down scripts for agency applications and or databases as required for proper application backup.		X

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).