



Service Description

Implementation of Backup Production Readiness Using Symantec™ NetBackup™ Software

Service SKUs

Legend	SKU #	Description	Partner
	985-8758	BACKUP PR, NetBackup IMPL, EDT *	EDT

* Must be purchased in conjunction with a SAN Implementation, DAS Implementation or one of the following:

Legend	SKU #	Description	Partner
EANDSVR	902-0728	ADD NON-DELL SERVER TO DELL EMC	EDT
EADDHST	902-5057	EDT-ADD DELL HOST TO DELL EMC SAN	EDT
CPRIMPL	900-0047	PROJECT IMPL PLNG	EDT

Service Overview

This service provides for the design and implementation of a data backup solution utilizing Veritas™ NetBackup software in a Dell | EMC storage array / Dell PowerVault™ tape library Storage Area Network (“SAN”) or Direct Attached Storage (“DAS”) environment (the “Service” or “Services”), as set forth more specifically in this Service Description. This Service includes the analysis of data retention, scheduling and archiving needs and uses the results to create a design of a backup solution. This Service includes the following:

- Configuration of a single tape autoloader/library.
- Installation, configuration and testing of:
 1. The master server software,
 2. The media server software, and
 3. The client software on up to 10 hosts.
- Planning and implementation support (project management) for standard deployments.

This Service will be performed only on hosts with approved/supported operating system (“OS”) versions with Dell | EMC storage arrays and Dell PowerVault tape library systems; other hardware or software combinations will be considered custom and will require additional services.

This Service will be provided during the hours of 8:00am to 6:00pm, Monday through Friday, Customer local time, excluding holidays, unless other arrangements have been made through the Dell sales team and the project manager.

Not Included With This Service

- Installation, de-installation, re-installation or upgrade of product(s) or application(s) or any activity not specifically mentioned in this Service Description.
- Storage array configuration consultation, performance tuning, system optimization or other similar services unless specifically mentioned herein.
- Any data migration.
- Custom scripting of any kind.
- Filling up all library slots with cartridge media; this Service will provide for the loading of up to six slots.



- Any cabling or other hardware related activities.
- Any activities other than those specifically noted in this Service Description.

Customer's Responsibilities

- **Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or a third-party service provider.**
- Ensure the entire storage solution (including any arrays, switches, tape devices, and hosts) is fully functional with no errors and at least at the minimum supported revision levels for hardware, software and firmware. If an upgrade is required, the Customer must ensure this is completed prior to the commencement of this Service.
- Ensure that the proper software licenses and applicable services have been purchased for the tasks to be performed.

Key Service Steps

- **Planning:**
 1. Review this document with the Customer to ensure the understanding of the scope of work.
 2. Review the design and ensure that the site is ready for implementation.
 3. Confirm readiness review and installation dates and highlight stringent dependencies on complete Customer site readiness and product ship dates to meet the planned installation schedule.
 4. Ensure that the Customer reviews, accepts, and abides by the terms and conditions of this Service Description.
- **Design:**
 1. Equipment and environment:
 - a. Identify tape drives/library to be used for backup implementation.
 - b. Define the roles and software required for each Host.
 - c. Identify all the data involved in the backup scheme.
 - d. Verify that all hardware is / will be available.
 - e. Ensure all OSs are / will be at the proper revision levels.
 - f. Determine all naming conventions.
 2. Interactions with server applications:
 - a. Determine if there are any special requirement (such as application must be down, agent available) to support specific application data backups.
 3. Tape usage and strategy:
 - a. Determine naming/numbering conventions.
 - b. Discuss data retention requirements.
 - c. Discuss and plan the tape backup schedule and strategy.
 - d. Define any special repository requirements and ensure that the proper infrastructure is in place to support this.
 - e. Define device and media pools.
 - f. Identify data sizes of hosts that will be backed up.
 - g. Establish backup window and determine if hardware/configuration is sufficient to meet backup window.
 4. SAN/DAS validation:
 - a. Verify that the library capacity meets the online backup retention requirements.
 - b. Verify that the existing configuration meets the minimum hardware and software requirements.
- **Implementation:**
 1. Configure the tape library with any specific configuration needs.
 2. Label Customer provided media with Customer provided barcodes up to the slot capacity of the library.
 3. Ensure that all the necessary connectivity is in place:
 - a. Media server to tape library connectivity.
 - b. Media server to client connectivity.



4. Install master server software onto the designated host. A master server provides administration and control for backups and restores for all clients.
 5. Install media server software onto the designated host. A media server is used to configure and manage media, drives, and robots that are used to store and retrieve backup data.
 6. Install the client software onto the designated client machines including any purchased Open File licenses. A client is the system(s) that will be backed up by a media server.
 7. Configure the following library resources:
 - a. Device pools.
 - b. Media pools.
 - c. Cleaning tapes.
 8. Create up to two scheduled jobs per client.
- **Testing:**
 1. Perform a backup of 100 megabytes of test data (not a full backup) from each client.
 2. Perform a restore of the test data (files or folders only, not a full recovery) from each client.
 - **Product Awareness:**
 1. Conduct a product orientation session and review the associated documentation. This overview does not replace any available Dell Customer education courses for this product.
 - **Project Closeout:**
 1. Provide documentation to reflect the Services performed.
 2. Obtain Customer acknowledgment of the Services performed.

Important Additional Information

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of Customer's applicable signed service agreement with Dell or Dell's third-party service provider, or, in the absence of such an agreement, the terms and conditions of Dell's Customer Master Services Agreement available for US and Latin America Customers at http://www.dell.com/service_contracts/, or for Canada Customers at <http://www.dell.ca/servicecontracts/>.

PowerVault is a trademark of Dell, Inc.

NetBackup, Symantec and Veritas are trademarks of Symantec Corporation or its affiliates in the U.S. and other countries.