

INSRV Back- Up Club

Introductory guide and membership details for the Information Services Back-Up Club

Introduction

Join the Back-Up Club and for a small annual membership fee, get the reassurance that:

- A copy of all of the files on the systems covered by this agreement will be taken and updated each night, thus the loss of your disk does not mean the loss of all your work.
- The tapes containing your backed up files will be stored securely in a different geographical location from your computers; thus the loss of your building does not mean the loss of all your work.
- In the event of a disk being lost, Information Services will help you to restore the data to a new disk from the back-ups.

The only prerequisites are that your equipment is left continuously switched on, connected to the network and has a Network card with a speed of at least 100 Mb/s, and is from the following list:

- **Novell PC server**
- **Windows PC server**
 - PC Server running Windows 2000 or Windows 2003
- **UNIX server or workstation:**
 - SUN running SOLARIS 8, 9 or 10
 - SGI running IRIX version 6.5
 - PC running Unix (LINUX RedHat and SuSE only) - but see the restrictions in "The Promise" section of this brochure

This service is available to all members of Cardiff University.

Back-Up Club Details

Contracts and Payments

You simply make an annual payment, the charge depending on the amount of disk space you want backed-up. This is calculated on the basis of the amount of data used and not the storage capacity of the disk:

Charge (£) = licence maintenance fee + £(used filestore in GB * 1.2 * 29) p.a.,
where the licence maintenance fee is £100 per annum

e.g. Backup cost for 100 GB of used filestore = £100 + £(100 * 1.2 * 29) = £3580

If you wish to restore your system without assistance from INSRV, there is a reduced charge for backup:

Charge (£) = licence maintenance fee + £(used filestore in GB * 1.2 * 15) p.a.,
where the licence maintenance fee is £100 per annum

e.g. Backup cost for 100 GB of used filestore = £100 + £(100 * 1.2 * 15) = £1900

The agreements start on 1 October of each year. You will, each year, be asked to approve details of your renewal. Members joining part-way through a year are charged pro-rata.

Important Information:

- It is essential to complete and return the enclosed application form
- Non-renewal will end the agreement and the backup and recovery service will cease

To join Back-Up Club, complete the form attached and send it to Sara Morgan, Business Enterprises Co-ordinator, Information Services, 38 Park Place, Cardiff, CF10 3BB. If you have any contract queries please contact Sara Morgan on 029 2087 4298 or John Elliott, Service Manager, Information Services, 39-41 Park Place, Cardiff CF10 3BB, Tel. 029 2087 4870. For technical queries please contact insrvConnect, the Information Services helpdesk, Email: insrvConnect@cardiff.ac.uk, Tel. 029 2087 4487. The Application Form asks you to nominate a Technical contact and an Administrative contact.

What We Do

When joining the Back-Up Club, Information Services will install some additional software on your machine. This software enables your machine to communicate with our Back-Up Server systems over the Cardiff University network. Our Back-Up Servers are located remotely and are used to back-up the public servers.

Back-Ups are normally done overnight (to minimise load on the network during the day). Obviously, your machine must be left switched on and connected into the network. The back-ups will be a mixture of full dumps, weekly incremental and daily incremental dumps. The backup software organises the tapes and keeps an index showing where, on the tapes, your files are kept. Our aim is to run a back-up overnight on each working day so that if there is a catastrophe, you will have lost not more than one working day's work.

You will be shown how to restore individual files which have been inadvertently deleted by your users.

Databases

To arrange back up for machines containing large oracle and SQL databases please contact Information Services to discuss your individual requirements by emailing or telephoning insrvConnect.

Our Promise

There will, inevitably be the odd occasion where, for whatever reason, (say a power cut or a software or hardware problem) an overnight back-up will fail. In such circumstances, Information Services will always attempt a re-run the following working morning.

In the highly unlikely situation where no successful back-up has been taken for 2.5 working days (ie two successive overnight runs have failed), then the people you nominated as your "Contacts" will be contacted and an emergency action plan agreed. We will do this by noon on the working day following the second overnight failure. We will attempt to contact your nominated Technical Contact by phone; if that person is unavailable we will phone your nominated Administrative Contact. If that person is also unavailable, we will phone your Departmental Office to leave an urgent message and also send both nominated Contacts an Email message.

Our procedures mean that you can normally expect to lose no more than 24 hours work prior to any incident which requires the re-building of a disk. In the worst case, if a back-up has failed, we still **guarantee** to restore your files to a state they were in no earlier than 2.5 working days before the incident.

Working days means Mondays to Fridays, excluding the Cardiff University Closure days as published in the Administrative Handbook.

If the Worst Happens

If for any reason, a disk on your system goes down, then the priorities are

- To ensure that your back-ups are safe
- To get the disk repaired or replaced
- Then to restore your disk.

If your equipment is already in the SUN Club, then Information Services will automatically arrange the repair, liaising with the maintainer or repairer for you (although you will have to pay any repairer's bills). If you are not a member of the **SUN Club**, then the onus on getting equipment repaired lies with yourself. Information Services will give advice and discuss with you what emergency arrangements can be made. If your system is a SUN, Silicon Graphics or Linux workstation, then you are advised to take out a maintenance contract.

In the absence of a maintenance contract, you should consider the benefits of purchasing a spare disk. As soon as the faulty disk has been repaired or replaced, and your hardware is operational again, Information Services will, as a matter of priority, restore the disk from the backups so that your system can get back into service. **The restore rate is typically 15 GB/hr.** If necessary, we will do this work in out-of-hours time at no extra cost to you although we will almost certainly want to move your machine into our computer room during this work. However, we have to give priority to our normal work of backing up filestore over this restoration.

Your Obligations

- (a) To keep your equipment powered on and connected into the network. We strongly recommend that you purchase and fit an Uninterruptible Power Supply (UPS) which will protect your equipment from short power breaks and fluctuations.
- (b) To tell us immediately if you add or change disks, or add or change filestore partitions on your disks. We will not be responsible for backing-up disks or partitions not known by us.
- (c) To carefully consider what maintenance and spares arrangements are appropriate to your machine.
- (d) To ensure that we are told immediately if you change the details of your "Contacts".