

Consulting Cloud Preview

SERVICE PACKAGE: SL0026

BACKUP, RESTORE AND ERASE

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0 IT SERVICE PRODUCT OVERVIEW	
1.1	Reference # SL0026
1.2	Name Backup, Restore and Erase
1.3	Description <p>This service refers to three distinct activities. The first (and primary) activity is that of regularly backing up the data contents of key infrastructure. These backups are then held in a separate physical facility to the one housing the infrastructure (in case of a disaster such as a fire).</p> <p>The restore activity is the process of using a backup tape to recover some or all of the data that may have been lost from a piece of infrastructure, or to provide point-in-time data in response to requirements such as FOI requests. This may be due to a problem with infrastructure requiring a replacement, or an accidental deletion by a user.</p> <p>The erase activity removes all data from a piece of infrastructure, rendering it safe to re-use, sell or dispose of. This follows the Disk wipe process and use of agreed software required.</p>
1.4	Inclusions <ul style="list-style-type: none"> ◆ Regular backup of data stored on infrastructure, including Operating System, applications and application data. ◆ Secure storage of backup media in a separate facility. ◆ Recovery of data from backup. ◆ Erasing of data from infrastructure components or Desktops/Laptops and formal confirmation that this has been conducted via the agreed process. <p>Communication: Refer to Customer Service Handbook (CSH) for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.</p>