Backup and Recovery Implementation Services

OVERVIEW

OnX offers Backup and Recovery Implementation services for physical and virtual environments of all sizes. This Solution Brief provides an overview of the OnX approach to implementing Backup and Recovery solutions.

Backup technologies include disk-to-tape, disk-to-disk, snapshots, multi-tier and full system (bare metal) backups and restores.

The sections below provide high level details of activities to be performed during each stage of the methodology.

ONX APPROACH

OnX utilizes a three (3) phase methodology for Backup & Recovery that includes:

1. Plan
2. Execute
3. Validate

Phase 1: Plan

• Meet with customer to determine:
  o Capacity of data to be backed up
  o Types of data to be backed up
  o Planned backup methods (disk to disk, snapshot etc.)
  o Required backup connectivity (SAN, network)
  o De-duplication requirements
  o If the server environment is physical or virtualized and the current platforms (Sun, Linux, Windows, AIX, etc.)
  o Application integration requirements
  o Retention policy and backup job requirements
  o Plan for migration or coexistence with legacy / existing backup solution, if applicable
    ▪ Plans for existing backup catalog
    ▪ Ability to recover existing media for duration of retention policy
    ▪ Review current configuration
      ▪ Schedule
      ▪ Host agents
      ▪ Policies
  • Review compatibility of the newly proposed or upgraded backup infrastructure with the existing environment
  • Provide recommendations based on the above information
  • For each type of backup, finalize:
    o Backup / recovery process
    o Backup schedule and retention requirements
    o Test plans with success criteria for validation
    o Schedule for implementation
    o Obtain customer approvals
Phase 2: Execute
- Install new backup software and licenses
- Install agents on required hosts
- Configure media pools and retention policies
- Create backup jobs based on information gathered in phase 1 above
- Conduct Knowledge Transfer as needed to customer staff
- Create and as-built configuration report

Phase 3: Validate
- Execute backup jobs
  - May be newly created backup jobs or currently configured backups for upgrades
- Validate successful backup completion based on agreed upon test plan
- Perform sample restore of backed up data
  - Should include all possible scenarios (point in time, full system recovery, application specific recovery, etc.)
- Validate successful recovery based on agreed upon test plan
- Handoff to customer operations / support team
  - Review as-built documentation

RELATED SERVICES
- Application Business Impact Analysis
- Implementation services for Storage and SAN
- Run Book creation for typical backup administration tasks within the new environment
- Performance Analysis and Assessments for:
  - Storage / SAN
  - Backup /Recovery
  - Server
  - Network

PROJECT MANAGEMENT
OnX includes project management as part of all projects to manage the overall project team, create and maintain the project plan, communicate status on a recurring basis and facilitate escalations as needed. This helps to minimize risks and ensure timely and successful service delivery. Additionally, OnX maintains a knowledgebase of “lessons learned” comprised of feedback from all service deliveries to help prevent unforeseen delays and other impact on the project.

WHY ONX?
- Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.
- OnX’s industry certifications across a broad selection of best-in-class IT manufacturers and technologies gives us access to information, tools, techniques, and enablement beyond those available to in-house IT teams.
- Our proven success delivering ~900 projects annually.
- We utilize Industry, OEM, and OnX Best Practices and capture and apply lessons learned to reduce client risk.
- OnX methodology and project management applied to all projects.