# amicus its

# Service Catalogue

Your secure data centric guardians

**Backup and Restore Management**

# 1     Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies.  As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

# 2     Objectives

Amicus ITS are specialists in backup and Disaster Recovery business.

Our objective is to ensure that all implemented backup and Data Protection strategies and solutions for the customer's IT Infrastructure are continually monitored and checked.  This will ensure high data availability, reliability, integrity and secured retention (in line with the existing backup and Data Protection policy).   Protection of customer data assets is a requirement for Information Security, Business Continuity and compliance. *Additionally, with the EU General Data Protection Regulation (GDPR) regulations, all businesses managing data of EU citizens is responsible for applying extra measures around individual's data, requiring proper process around data management, accountability and transparency.*

# 3     Benefits

Amicus ITS ensures that the customer's backups are taking place and if there is a failure we will investigate and manage the process to return to BAU and offering the assurance that their data is being protected and correctly managed.

# 4     Service

## 4.1   Standard Backup

Our standard backup service is to manage the existing backup solutions of our customer's hardware and software environments and monitor it.

The service comprises automated / manual checks on scheduled backup jobs, secured media management and data restoration on request (Service Request).

We monitor all jobs through a central backup monitoring portal which supports and analyses email alerts from pan-industry leading backup products, complimented by our team of trained and certified engineers. We troubleshoot end-to-end on exceptions/ failures of scheduled jobs.

We assist our customers with data restoration, wherever additional support is required, working closely with an organisation's internal IT support team.

# Backup and Restore Management / Contd....

## 4.2 Elevated Backup

We can separately provide a full end to end cloud backup solution as a service through our specialist agnostic technology partners.  This enables an elevated backup service option.

The additional features for an enterprise embrace:

• Cyber resilient backup and recovery to remove unwanted malware and break the attack loop incident

• Safe and secure cloud backup of your data

• Compliant and resilient data centres to meet the customer's criteria

• Always available service

• AES 256 certified encryption to NIST FIPS 140-2

• Continuous data protection for file data

• Efficient use of storage utilising incremental forever backups

• Office 365, Google Docs, Salesforce backup

This enhanced solution option helps improve the customer's bottom line and reduce risk around backup and recovery, ensuring our customers operate with minimum interference.

## 5 Service Scope

| BACKUP AND RESTORE MANAGEMENT | Basic | Enhanced | Advanced |
|---|---|---|---|
| Daily routine maintenance and monitoring of scheduled jobs through central backup monitoring portal | ✓ | ✓ | ✓ |
| Daily backup status reporting | ✓ | ✓ | ✓ |
| Remediation of alarms based on an agreed-upon set of tasks and run lists | ✓ | ✓ | ✓ |
| Remediation of alarms – Analyse and solve complex problems of network (Operating) System hardware and software components | Optional | ✓ | ✓ |
| 3$^{rd}$ party vendor management – licencing and support | Optional | ✓ | ✓ |
| Backup environment system tuning and optimising performance | Optional | ✓ | ✓ |
| Storage pool maintenance, and on-site and off-site tape management | Optional | ✓ | ✓ |
| Checks to ensure back up tasks are not duplicated in multiple back up jobs | Optional | ✓ | ✓ |
| Plan, schedule and perform proactive maintenance, including hardware and software upgrades | Optional | Optional | ✓ |

**Backup and Restore Management / Contd…**

| | | | |
|---|---|---|---|
| Capacity planning - storage growth and forecast future requirements | Optional | Optional | ✓ |
| Data restoration from backups | Optional | Optional | Optional |
| Technical Continual Service Improvement Plans (CSIP) – continuous research and audits to ensure continuous and high levels of performance, security and availability of backup systems and peripheral devices | Optional | Optional | Optional |
| Plan backup and restore strategies for the customer considering - Recovery Point Objective (RPO) and Recovery Time Objective (RTO) – project work | Optional | Optional | Optional |
| Enhanced cloud based backup solutions | Optional | Optional | Optional |
| Disaster Recovery Services – strategies designed to meet customer's RTO and fully flexible to meet the changing demand of the customer VMs throughout the year. | Optional | Optional | Optional |

## 6    How We Provide This Service

This service is built up from the NOC Team, Escalations Team and Technical Design Architects working closely with the Service Desk for communication and Service Delivery Manager for Service Reviews and CSIPs.

For the enhanced backup and any DR solution option delivered through our technology partner. This will involve the Amicus ITS teams working with the backup partner to deliver the complete service.

## 7    Service Reporting

The standard monthly reports from either backup service (standard or enhanced) include:

•    Backups status report
•    Capacity planning report

## 8    Service Pricing

This needs to include the costs for the number of endpoints being backed up and not the number of backup job instances managed.