

Symantec NetBackup Implementation Services

This service is designed to implement a data backup solution utilizing Symantec NetBackup on a suitably configured Sun Solaris, AIX, or NT/Windows 2000 Server/Workstation.

The service includes the installation, configuration, testing and handover of the NetBackup environment together with formal design, build and test documentation. This results in a fully supported NetBackup environment, built to the vendor's recommended configurations.

Additional services can be provided to deliver NetBackup health checks and NetBackup workshops.

Service Scope

- Project Initiation - agreement of the scope of work, responsibilities, assumptions, issues and risks, project plan, and necessary project controls.
- Production of detailed design, build specifications and acceptance test plans. This is normally carried out off site apart from any necessary technical meetings.

Key Benefits

- Fully project-managed design and implementation, with NetBackup environment configured and tested to meet specific customer requirements.
- Minimizes risk, and reduces complexity of complex NetBackup implementations.
- Ensures early identification and resolution of technical issues.
- Results in a fully supported NetBackup configuration that includes the latest recommended versions of the software, patches and firmware.
- Comprehensive acceptance testing with fully documented results.
- Skills transfer to customer's IT support team during the implementation phase.

This service delivers a fully managed design and implementation of a NetBackup environment, and is delivered as a project by a project manager and a number of experienced technical consultants.

On site implementation and testing, including installation of NetBackup Master Server, EMM & Media Servers and NetBackup Clients, and configuration of all agreed policies, media management, and tape drives and robotic tape library (where applicable).

On site NetBackup testing with documented results, and formal handover and skills transfer to customer's support staff.

The complete service is typically delivered in approximately one to two weeks from start of the initiation phase to completion of the implementation and final handover of the NetBackup environment to the customer. More complex implementations may require longer than this.

This service covers NetBackup environments based on a range of different OS platforms including Solaris, AIX, HP-UX, Linux and Windows.

Deliverables

- Minuted project kick-off meeting, project plan, contacts list, regular progress reports, and project
- (RAID) log detailing all risks, actions, issues and decisions.
- Detailed NetBackup design documentation and acceptance test specification.
- Server hardware installation and racking. Note that this is limited to NetBackup Master, EMM and Media Servers only.
- Fully configured NetBackup implementation, in accordance with the agreed design and build documentation.
- Execution of acceptance testing and documentation of test results.
- Formal NetBackup environment handover and skills transfer to customer's support staff.