



Legato NetWorker Client Registration

Information Technology Services

| | | | |
|------------------------|--|---------------|--|
| Name: | | Phone: | |
| Department: | | | |
| Representative: | | Phone: | |
| Email Address: | | | |

Client/Module Matrix

Please check the boxes as required

| | | |
|---|--|--------------|
| Full System DNS Name: computername.otago.ac.nz (this needs to be registered with networking and is to match the name of the computer) | | .otago.ac.nz |
|---|--|--------------|

| | | | |
|---------------------------|--|----------------------|--|
| Commencement Date: | | Account Code: | |
|---------------------------|--|----------------------|--|

| | OS | Version |
|-------------------------------------|----|---------|
| Solaris | | |
| MacOS (note only from version 10.2) | | |
| Digital UNIX | | |
| Linux | | |
| Windows series | | |

| Business Modules | |
|------------------|--|
| | |
| | |

| |
|---|
| Virtual Machine Host Server Name (if client is a VM) |
| |

| Annual Charges | | |
|-------------------------|-----------|--|
| Server | \$1365.00 | |
| Server over 200gb/month | POA | |
| | | |

Preferred Backup Time: _____
Head of Department Signature: _____ **Dated:** _____
On Behalf of ITS: _____

By completing this authorisation the client and ITS agree to the Terms of Services outlined on page 2 of this form.

| | | | | | |
|---------------------------------------|--------|-----------------------|-------|-------|--|
| For Office Use Only: | | | | | |
| Client Installed By: | Date: | Client Registered By: | Date: | | |
| Invoice No: | Dated: | From: | To: | \$ | |
| Credit No: | Dated: | From: | To: | \$ | |
| Client Database updated on: | | | | | |
| Termination of contract requested by: | | | Ref: | Date: | |

Terms of Service

This agreement covers provision of backup services for the system named using Networker Backup Software. This agreement is between Information Technology Services (ITS) of the University of Otago, through the Operations Services Section of ITS, and the named Department. This is an agreement for backup of servers only, SQL, Exchange, Linux systems, Windows servers, and Macintosh servers (meeting minimum software support criteria i.e. appropriate operating system and patch level).

The responsibilities of ITS and the Department in respect to this agreement are detailed below.

Responsibilities of ITS

ITS will provide call logging mechanisms through the ITS Service Desk. All calls to the ITS Service Desk in respect to this agreement will be passed directly to ITS Operations Staff. General user inquiries are not part of this agreement. It is expected that most queries will be directed within the Department to the Departmental Representative, who will then pass issues on to ITS.

ITS will undertake a backup regime for the named system, in consultation with the Departmental Representative. This is intended primarily as a backup service, not a per user archive.

The backup retention policy is set to three months. No files can be recovered beyond this point. Backups are scheduled to run at set times and at different levels (full and incremental) – between 5:00pm and 7:00am.

ITS Operations will notify the customer by email, regarding the success or failure of the backup. Follow up will be made with the customer after three consecutive days of failure by Operations Staff.

Responsibilities of the Department

The Department will nominate a person, in agreement with ITS, who will fulfill the role of primary contact between the Department and ITS.

This Departmental Representative will be the first point of contact for the Department regarding the backup system, and be the primary means of communication between ITS and the Department with regard to the named system.

It is the responsibility of the Departmental Representative to ensure up-to-date backup client software is installed as per current ITS backup regime (notification of impending updates will be posted).

In the advent of a recovery the Departmental Representative **must** log a call with the ITS Service Desk (extension 8888, or its.servicedesk@otago.ac.nz) to arrange a suitable time for the recovery to be undertaken.

While recoveries will be undertaken at the discretion of ITS to ensure that other customers are not unduly inconvenienced, every attempt will be made to recover files within a 24 hour period (recoveries are generally carried out during the 9:00am 5:00pm work days).

Charges and Term

The term of this agreement shall be perpetual. Charges for the service are as stated on this agreement and are annual. Networker backups are normally run on a daily basis, except for the weekends for desktops.

For servers backing up more than 200GB per month POA to ITS Operations – its.444.operations@otago.ac.nz. For new SQL, Exchange, Oracle and Cluster Node clients there will be an additional charge to cover the costs of the exclusive Networker license that is required. POA to its.444.operations@otago.ac.nz.

On termination of a contract, charging will continue until existing backup files are no longer required to be stored (maximum of 3 months).