

# Symantec Backup Exec System Recovery



The installation consultant will **install and configure the Backup Exec System Recovery software** on a single server.

The service includes the installation and configuration of Symantec Backup Exec System Recovery on a single server.

#### Key Benefits:

- The customer will benefit from the technical experience and expertise in a guided installation
- The customer will have confidence they can proceed to use the Backup Exec System Recovery solution and that it will satisfy their needs for the period specified by the consultant
- The customer will save time and future discrepancies that would otherwise occur from an unguided installation.

#### Service Scope:

The installation procedure will be delivered in the following pre-defined stages:

- Arrival at client site followed by a planning meeting with relevant personnel to outline expectations and delineate configuration requirements
- Ensure sufficient system access and permissions are available to complete the implementation
- Partner Services seeks to establish that the systems

involved are stable and within a satisfactory base level

This will include:

- Verifying current OS and patch level
- Verifying all network components are working correctly, ie DNS and TCP/IP
- Advise on any updates required.

Partner Services will then:

- Install Backup Exec System Recovery onto a single server
- Configure backup policies as per client requirements
- Functional and handover testing demonstrated to the customer
- Skills transfer of the product.

#### Deliverables:

- Installation of Backup Exec System Recovery on a single server
- Policies created to backup the appropriate drives to an already configured Western Digital USB device.

**Exclusions:**

This service does not include:

- Delivery outside the normal working hours (09:00 – 17:30 Monday – Friday)
- Any migration/backup/restoration of live customer data
- Any changes to other customer appliances other than those specified by the consultant prior to the implementation.

**Customer Responsibilities:**

The customer must ensure:

- Systems meet all Backup Exec System Recovery system requirements. Details of system requirements can be found at [www.symantec.com](http://www.symantec.com)
- The Western Digital USB device must be configured and attached to the server
- Sufficient downtime has been scheduled as a reboot is required
- Backup Exec System Recovery Software and licensing has been purchased and is on-site
- Customer server administrator available for the duration of the implementation.

**Acceptance Criteria:**

- Backup Exec System Recovery is correctly installed and configured
- The customer, with the guidance of the consultant, will then successfully test the following:
  - Data is being successfully backed up to the USB device

**The above services are delivered during normal business hours (09:00 – 17:30) Monday – Friday, excluding bank holidays.**