

Symantec Enterprise Vault File System Archiving



The installation consultant will install and configure the Symantec Enterprise Vault software.

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 Symantec Enterprise Vault 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.

Following this, Partner Services seeks to establish that the systems involved are stable and within a satisfactory base level. This will include:

- Verifying current OS and Exchange Patch level

- Verifying all network components are working correctly; ie DNS and TCP/IP
- Verifying SQL server is running as required and meets pre-requisites
- Advise on any updates required.

Partner Services will then:

- Install required Windows components on the Symantec Enterprise Vault server
- Install Symantec Enterprise Vault
- Configure Enterprise Vault then setup and apply rules and policies
- Install Placeholder service on up to 2 file servers
- Verify all rules, policies and configuration is working correctly
- Assist and advise the customer how to backup the Symantec Enterprise Vault
- Functional and handover testing demonstrated to the customer
- Skills transfer of the product
- Documentation of Symantec Enterprise Vault configuration.

Deliverables:

- Installation of a single Symantec Enterprise Vault server with either the Symantec Enterprise Vault 7.0 with File System Archiving (base and advanced options)
- Rules and parameters configured in line with the customers requirements.

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

Exclusions:

The package does not include:

- Delivery outside the normal working hours of 09:00 – 17:30 Monday to Friday
- Documentation other than the configuration of Symantec Enterprise Vault
- 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
- The consultant will only enable up to 2 file servers (includes Placeholder service install) for archiving to verify Symantec Enterprise Vault is working correctly.

Customer Responsibilities:

The customer must ensure:

- Systems meet all Symantec Enterprise Vault system requirements (including but not limited to the Symantec Enterprise Vault server, exchange and file servers to be archived). Details of system requirements can be found at www.symantec.com
- Sufficient downtime has been scheduled if required
- Symantec Enterprise Vault software and licensing has been purchased and is on-site
- A Microsoft SQL server (2000 SP3 or later) should be available to store Symantec Enterprise Vault Databases
- Customer SQL database administrator is available throughout the install
- Customer Active Directory / DNS administrator is available throughout the install
- An internet connection is available to download Symantec Enterprise Vault license keys.

Acceptance Criteria:

- Symantec Enterprise Vault is correctly installed and configured
- The customer, with the guidance of the Symantec Enterprise Vault consultant, will then successfully test the following:
 - Data is being successfully archived to the vault
 - Shortcuts are then in place and working
 - Data can be pulled back from the vault requirements