

Symantec NetBackup 7 Installation Plus 2 Agents



A trained Partner Services consultant will install the NetBackup 7 Master and Media Servers and up to 3 clients. Two additional agents will be configured.

Key Benefits:

- The customer will benefit from the experience and expertise offered by the consultant in a guided installation and configuration exercise
- The customer will benefit from a fully documented tuning session, improved database and engine efficiency, and skills transfer for future monitoring and key performance indicators
- Business benefits will arise from a faster more efficient system and reduced downtime from proactive administration guidelines.
- Wish to de-risk the installation of their systems.

Service Scope:

- System preparation and patching
- Installation of software on nominated master server, up to 2 media servers and up to 3 client systems
- Configuration of up to 4 drives and 1 robot, tapes and tape pools
- Demonstrate the creation of 2 policies
- Test backup and restore of test files
- Configuration of up to 2 agents
- Where possible, perform backup tests through agents

- Documentation.

Deliverables:

- Successful manual and scheduled backup and restore.

Exclusions:

The package does not include:

- Performance tuning of the NetBackup Solution
- Delivery outside the normal working hours of 09:00 – 17:30 Monday to Friday
- Backup and restore of customer data
- Installation and configuration of more than 3 clients and 2 agents
- Configuration of the Deduplication Option of NetBackup 7
- Disaster recovery restoration of entire servers
- Documentation will only cover configuration and will not be a user guide.

Customer Responsibilities:

- Tape hardware must be visible to the Operatin System and functional
- Physical media for backups

- License keys for all components must be available during installation

Oracle Agent:

- Access to Oracle DBA to provide information and assistance
- Half an hour of possible downtime for RMAN integration

SQL Server Agent:

- Access to DBA to provide information and assistance

Exchange Agent:

- Access to Administrator to assist with creation of users and Exchange configuration.

Acceptance Criteria:

- Demonstrate successful Backup and restore of test files and test databases.

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