



UNL IS C&O Service Level Agreement: NSave Desktop Backup Program

Client/Customer: NSave Desktop Backup Program Subscriber

Service Provider: UNL Information Services Revision (V1) Date: 10/8/2009

Contact info: NSave Support Specialist, 402-472-6843, nsave@unl.edu

Program Intent:

The N-Save Desktop Backup Program is a service offered to provide fast and convenient backup and recovery of files stored on a typical office computer (not a server). Self-service backup is available 24/7. Self service restoration is available 24/7, given automatic or manual backup occurred, an acceptable (client provided) computer with NSave backup software installed, node name and password, and the NSave server are available. Typical server availability is 99.9+%

Inclusions:

Up to 20 GB of typical files created through Word, Excel, Power Point, and other office tools are backed up. Client scheduling of automatic backup times or timing of manual backups determines file version(s) available for recovery. See Detail Specifications for number of versions and length of retention. Contact NSave Support Specialist, 472-6843, for assistance during normal working hours M-F. Information Services Helpdesk 472-3970 can be contacted after-hours for client support and will be provided on a best effort basis.

Exclusions:

Music, audio, video, and program files themselves typically are not backed up. It is also not intended to backup the computer's operating system (Windows or MAC OS), nor the programs installed on the computer. See file extension list in Detail Specifications for files not covered, the NSave Support Specialist can also provide assistance.

Client/Customer Responsibility:

Verify operating system and device meet minimum requirements. Sign up for program via Nsave.unl.edu, self install NSave Client, or arrange for NSave Support Specialist to install. Select and apply appropriate backup scheduling. Take corrective action when notified scheduled backup did not occur or insure timely manual backups are completed. Contact NSave Support Specialist for assistance or if difficulties applying self-service.

Program Fees:

Self service installation of NSave Client \$0, Custom NSave install by Support Specialist \$10, one-time fee. The cost per account is \$5.00 a month which is billed to the cost center number provided when you signed up for the service. The cost will show on your monthly phone bill received from Telecommunications. If you requested to pay for the service directly without a cost center number, please note, there is an additional cost of \$1.00 a month to prepare a bill and have it sent to you.

Program Renewal/Termination:

The NSave service will continue until written notification requesting termination is provided to the NSave Administrator from you by either campus mail or email. Program fee or other changes will be communicated prior to activation.

Detail Specifications-

Number of versions and length of retention:

3 backup versions of a file will be kept when the files exists on the client's computer for 90 days.

Once the file is removed from the client's computer, NSave will maintain the 2 most recent backup versions for 180 days. After 180 days, the most recent version will be maintained.

Exclusion Detail:

The NSave client's storage space should not exceed 20 GB. If the NSave client goes over their allotted storage space they will be notified and arrangements will need to be made to limit their storage space to the 20 GB quota.

There are files that are not backed up in order to keep user's storage space at or below the quota. The file types that are excluded from backups are, **.ade, .avi, .bak, .bkf, .bll, .cab, .cat, .chk, .chm, .cmd, .com, .crt, .dat, .dic, .divx, .dll, .drv, .dvd, .err, .exe, .flv, .hlp, .ico, .inf, .ins, .isp, .jar, .lck, .lex, .lnk, .log, .mdm, .mdt, .mdz, .mft, .mp3, .mpg, .mov, .msi, .mus, .ntf, .ocx, .otf, .pfc, .rax, .reg, .rnx, .shtml, .sym, .sys, .swp, .tmp, .upp, .wav, .wma, .vmdk, .wmv, .vbs and .vxd.**

(Lists of file extension definitions are available on websites such as <http://filext.com/>)

Open files that run on **database** and **mail** software packages are also **not backed up**. If there are specific questions or concerns, be sure to contact the NSave Administrator to discuss your particular needs.

Program Administration:

NSave Administrators will maintain the NSave server 24 hours a day 7 days a week. NSave Administrators will assist with client issues during normal University operating hours. Information Services Helpdesk 472-3970 or toll-free (866) 472-3970 can be contacted after-hours for client support and will be provided on a best effort basis. The data is kept in two locations, the primary on City Campus and a copy on East Campus. If the data is lost on the server due to a hardware failure or a natural disaster to the building, the data can be accessed from the copy location.

Scalability: Not Applicable

SLA Goal:

This Agreement's primary goal is to obtain mutual agreement on procedures and requirements, and ensure that service levels are in place for the Service Provider(s) to provide consistent service delivery and support to the Customer/Client. Agreement objectives are to:

- Clarify service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of services, cost and billing options offered to the Customer/Client.
- Match perceptions of expected service offerings with actual service support and delivery.