

Managed Configuration Backup Technology Service Description

Overview

This document provides information relating to the backup of configurations of all devices managed under the standard MCN offering.

Client Responsibilities and Prerequisites

In addition to the pre-requisites documented in the MCN Statement of Work, there are specific pre-requisites applicable to the different backup options. These are stipulated under the respective sections of this document.

Service Specific Operations

Configuration Backup

Configuration backup will be performed in accordance with the process described in IT Service Continuity Management (see *MCN Statement of Work*).

Task	Description
Configuration backup policy implementation	When the Service is initially delivered, a configuration backup policy will be implemented by default, this will be a weekly schedule.
Configuration backup	As defined in <i>MCN Statement of Work</i> , store one current and five historic versions of Configuration Item configuration files

Supported Configurations

The following configuration backup options are supported:

- NTT Managed Service Platform Backup Option:
- Client Provided Storage Backup Option:
- NTT Managed Service Edge Backup Option:
- Vendor SaaS Portal Backup Option:

These backup options are summarised in the table below:

Backup Option	Description	Target Devices
NTT Managed Service Platform Backup	Periodic configuration backup to NTT managed services platform	Devices with small configuration files (2.5 MB or less) and also supported by NTT platform backup software.
Client Provided Storage Backup	Periodic configuration backup to client provided local storage	Preferred option for devices with large configuration files (greater than 2.5 MB) or not supported by NTT platform backup software.
NTT Managed Edge Backup ¹	Periodic configuration backup to NTT managed cloud storage	Alternate option for devices with large configuration files (greater than 2.5 MB) or not supported by NTT platform backup software.
Vendor SaaS Portal Backup	Configuration backup by vendor SaaS portal	Devices managed by vendor SaaS portal.

¹ NTT Managed Service Edge Backup is provided at an additional cost for the cloud storage and additional WAN bandwidth.

NTT Managed Service Platform Backup

This is the preferred backup method for which the configuration file is less than 6.0 MB in size and is compatible with the NTT Configuration Item Backup software or platform. These devices typically also use text-based configuration files.

NTT MSP Backup Transition Tasks

In addition to the standard transition tasks described in the MCN Statement of Work, the following technology specific transition tasks are included:

- Configuration of periodic backup to NTT managed cloud
- Weekly review of configuration backup availability

Client Provided Storage Backup

This is the preferred backup method for devices that have configuration files greater than 6.0 MB in size and that use non-text or database type configuration files.

Periodic backup of large configuration files often congest WAN links and therefore require being backed up to client provided local storage to minimise impact on WAN links.

Client Provided Storage Responsibilities and Prerequisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following Client Provided Storage specific pre-requisites are applicable.

- Provision of, and sufficient, local storage required for the backup.
- Availability and maintenance of the local storage being used for the backup.
- Providing NTT access to the local storage, with the appropriate privilege levels required to perform backups and restorations of device configurations.
- Assigning sufficient privileges to create, delete, and modify files and folders as required for the backup of device configurations.
- Backup of the local storage through the client's backup solution to prevent the loss of any configuration backups in the event of local storage failure.

Client Provided Storage Limitations

- Standard devices which are not compatible with the Configuration Item file backup software or platform will be backed up locally.
- NTT will share any troubleshooting analysis with the client for any backup failure incident that has results from local storage unavailability and the client is then responsible to resolve the issue.
- Service request fulfilment SLAs will be paused, if such request is delayed due to backup infrastructure unavailability or backup file(s) stored offsite and thus not accessible.

Client Provided Storage Transition Tasks

In addition to the standard transition tasks described in the MCN Statement of Work, the following technology specific transition tasks are included:

- Dimensioning of local storage disk space required for configuration backup.
- Configuration of periodic backup to local storage in client's site. The number of backup files to retain is in accordance with the IT Service Continuity Management documented in the MCN Statement of Work.
- Weekly review of configuration backup availability.
- Configuration backup availability for any planned configuration restore request fulfilment.

NTT Managed Service Edge Backup

NTT offers an alternative backup option for devices with large configuration files i.e. files in excess of 6.0 MB in size, across the WAN link to NTT managed cloud storage, however, the Client Provided Storage Backup method is preferred over this method taking into consideration the impact on WAN links and storage costs.

NTT Edge Backup Responsibilities and Prerequisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following Client Provided Storage specific pre-requisites are applicable.

- Providing required bandwidth for WAN links to backup configuration files to NTT Edge cloud storage.

NTT Edge Backup Transition Tasks

In addition to the standard transition tasks described in the MCN Statement of Work, the following technology specific transition tasks are included:

- Dimensioning of cloud storage disk space required for configuration backup.
- Dimensioning of WAN link bandwidth required for configuration backup.
- Configuration of periodic backup to Edge cloud storage. The number of backup files to retain is in accordance with the IT Service Continuity Management documented in the MCN Statement of Work.
- Weekly review of configuration backup availability.
- Configuration backup availability for any planned configuration restore request fulfilment.

Vendor SaaS Portal Backup

The Vendor SaaS Portal Backup methodology is typically determined by the vendor itself. This includes the backup cycle, the number of backup iterations and the maintenance of the backup solution.

Vendor SaaS Backup Limitations

The following limitations apply for devices managed by vendor SaaS portal:

- Configuration backup will be in accordance with the vendor implementation.
- The number of historic versions of configuration files as defined in MCN Statement of Work will not be applicable for these devices and it determined by the vendor solution.

Vendor SaaS Backup Transition Tasks

In addition to the standard transition tasks described in the MCN Statement of Work, the following technology specific transition tasks are included:

- Configuration of periodic backup to the vendor's SaaS Portal (where permitted by the vendor). The number of backup files to retain is in accordance with the vendor solution.

Limitations

- Configuration backup and restore and any associated Service Requests are excluded from any SLAs for configuration backups using custom backup solutions which are not supported by NTT. In such instances any commitments to weekly backups are also excluded.
- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual appliances.
- Technologies that require the use of a Controller to perform a configuration backup must include such Controller as part of the managed estate.

Service Requests

A list of service requests available for this technology can be found in the MCN Request Catalogue.

Technology Transition Tasks

No additional technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.

Note:

Any tasks not explicitly described under the Technology Transition Tasks are implicitly excluded from transition.