

Enterprise Services Infrastructure



Service Description

Service consists of management of ITS End user system CommVault Infrastructure, and supporting backup/restore for all field office requests. As requests for restoration can vary from a single end user file to the restoration of all associated files for particular subject across an organization, resolution times may vary greatly. The performance measure covers routine data restorations. Emergency restorations done outside of normal operating hours, those involving large data sets, and those involving older data which may take longer to retrieve may require additional fees.

Core Hours of Service

Authorized requests for restorations, and file restorations are taken during normal business hours of 6:00am to 6:00pm Central Time, Monday through Friday. Additional service support beyond these hours may be arranged as an above-core purchase.

Performance Matrix & Targets

Enterprise Services Infrastructure (CommVault)			
Service Type	Service Measure	Measurement	Performance Target
File Restoration	Restore Time	Actual Restoration Date – Scheduled Restoration Date ≤ 2 business days	95%