Managed Archiving Service Definition

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inTechnology

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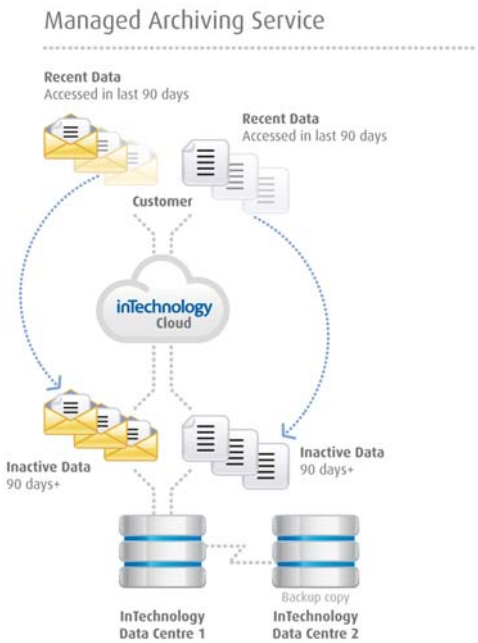
Service Overview

InTechnology's Managed Archiving Service allows customers to regain control of their Microsoft Exchange and Windows file servers as well as remain data compliant. Customers can create a policy for Microsoft Exchange and Windows file servers, that safely and automatically archives inactive user e-mails and files that have not been accessed for a specified length of time.

InTechnology are the only UK managed service provider to offer a fully managed service based on the industry-leading Symantec Enterprise Vault data archiving software but with the added simplicity and assurance of a 24x7 managed service. Archived data is de-duplicated to ensure only one copy of any one file or e-mail is stored which adds to the already significant cost savings.



Key Features

- Ability to define archive policies based on age, usage and volume of emails
- Inactive data from file and email systems is moved to offsite storage
- Data is deduplicated and only a single copy of attachments and files are stored
- Data is archived, indexed and centrally stored
- High speed search, view and retrieval of data from the vault by the user

Key Benefits

- Improved Exchange and Windows file server and primary storage performance
- Costs savings from reduced primary storage capacity and archive deduplication
- Reduced data backup and faster recovery times
- Regulatory compliance guaranteed
- Customer driven archiving policies
- Simplified management and end user increased productivity

Managed Archiving Service Definition

The InTechnology Managed Archiving Service consists of one or more archive servers licensed for the selected service features. The Symantec Enterprise Vault software is installed on InTechnology provided server(s) connected to InTechnology provided in the InTechnology data centre (Offsite Installation) where it performs the archiving functions for the configured Customer Exchange and Windows file servers based upon the defined policies.

For Customer with multiple physical locations where network connectivity prohibits a centralised solution, multiple archive servers can be deployed.

The policy that determines what Exchange data and mailbox archive files (pst files) on Windows file and print servers to archive and when to perform the archive operations is defined in one or more sets of archive policies stored on the archive server(s). Policies are defined by the Customer and updated through InTechnology's change control process and managed on a day-by-day by InTechnology's archiving specialists.

Exchange emails, email attachments and mailbox archives archived from Customer servers are replaced by Exchange shortcuts. For Exchange the shortcuts to archived emails and attachments are viewed in the Outlook mail client in a similar manner to other Exchange content. This mechanism enables the Customer end-users to transparently view and retrieve their archived data without need for administrator support.

The archive server(s) provide a web browser interface that can alternatively be used by end-users or administrators to browse, search and retrieve archived data. The archive server(s) connect to the Customer LAN and are configured into the Customer Active Directory. All end-user functionality such as search and retrieval of archived emails, attachments and files are controlled by their existing security credentials within the Customers Active Directory.

Managed Archiving Service License Options

The Managed Archiving Service is available with a number of license options to address various Customer requirements.

License Options	Service Functions
Mailbox Optimisation – Standard	• **Exchange Server and Mailbox Archiving**: Archiving of aged emails and attachments from Exchange user mailboxes.
Mailbox Optimisation – Advanced	• **Exchange Server and Mailbox Archiving** • **PST Migrator**: Import of local mail archive files (PST's) into a central archive and removal of PST files. • **Offline Vault:** Offline copy of archive content for mobile users disconnected from the network • **Public Folder Archiving**: Archiving of aged emails and attachments from Exchange public folders. • **Windows Desktop Search Integration** (via Offline Vault): Explorer interface for users to browse their archive content
Journaling	• **Journaling**: Journaling of all inbound and outbound emails and attachments to address compliance requirements
Journaling and E-Discovery	• **Journaling**: Journaling of all inbound and outbound emails and attachments to address compliance requirements and advanced search functionality

Windows File System Archiving	• **File System Archiving Base:** Archiving of Windows file system data based on policies such as location, type and age of data.

Compatibility Lists

The following products that have been certified for use with the Managed Archiving Service:

Exchange Server
- Exchange Server 2000 OR, SP1, SP2, SP3
- Exchange Server 2003 OR, SP1, SP2

Exchange Server 2007
Microsoft Outlook
- Outlook 2003 v11.5608.5606, SP1, SP2
- Outlook 2007

Support for Placeholder service on Windows
- Windows 2000 Server SP4
- Windows 2000 Advanced Server SP4
- Windows Server 2003
- Windows Storage Server 2003 SP1
- Windows Server 2008

Managed Archiving Service Storage

- Dedicated network attached storage volume in an InTechnology data centre accessed via a secure VPN connection attached to the InTechnology provided archive server

- Replicated copy of storage volume in a second geographically diverse InTechnology data centre to provide for disaster recovery in the event of a data centre outage

Archive Server

The archive server is the archiving engine that is connected to the Customer's network, hosted in the InTechnology data centre and performs the archiving function for the configured target Customer Exchange and Windows file servers. It is a self-contained Windows 2003 server configured with SQL server, IIS and the Symantec Enterprise Vault software.

For remote Customer locations connected via low bandwidth network connections remote archive servers can be deployed to perform these functions locally to the associated target Customer servers in those locations. The volume of data to be managed, geographic Customer locations and wide area network capacity will determine the number of archive servers required. A dedicated domain user account will be required for the archiving functionality to be activated (this is not a domain admin account).

Installation

InTechnology will provide and manage the archive server. The support level in the case of a hardware failure is the next working day with a 4pm cut off point. It is the InTechnology's responsibility to manage the server, incl. patch management, on a day-to-day basis. InTechnology is responsible for implementing Enterprise Vault patches and updates.

Customer Network Connectivity

The archive server is configured with one or more 100/1000Mb Ethernet adapters. One Ethernet adapter must be connected to the Customer network for access to the target servers to be archived. This Ethernet adapter can be configured with either a dynamic (DHCP) or static IP address depending upon the Customer preferences.

The archive server requires appropriate administrative credentials for the Customer network and the target servers to be archived. This will involve defining the archive server as a member server within the Customer Active Directory structure. Secondly, the archive service Windows services running on the archive server must be configured to run with a service account with suitable administrative credentials to perform the archive functions on the target servers. It is recommended that the Customer defines a specific account with appropriate credentials in their Active Directory and this account is only used for the archive server functions.

The average experienced throughput per individual backend archive server is 5GB / hour for Windows file system archiving and 2GB/h for Exchange server archiving. This performance can only be achieved if sufficient bandwidth between the customer's target servers and the archive server in the InTechnology data centre is available. The throughput can be increased by providing additional backend archive servers. These can be made available for an additional monthly surcharge.

Target Exchange Server Configuration

The target Customer Exchange servers require configuration for to enable email archiving and journaling. This includes setting appropriate permissions for the Archive server to connect to the Exchange server and publishing a form to Exchange public folders that enables end-users to retrieve archived emails and attachments via shortcuts in their Outlook email client.

No additional software is installed on the target Customer Exchange servers, unless the Customer requires end user access to mail via Outlook Web Access.

There are two possible configurations of the Exchange server:

1. Backend server only configuration: Specific client software is installed on the backend server.

2. Backend / front end server configuration: Specific client software is installed on the backend and front end server.

<u>Moved shortcuts and changed retention categories</u>
When a user moves or copies a shortcut to another folder or changes an item's retention category, the change is reflected inside the archive. If the new location is configured to use a shared archive, The Managed Archiving Service creates a copy of the item in that archive. It leaves a copy in the original archive even if the item's shortcut was moved, rather than copied.

- Enterprise Vault Web applications allow the user to restore to the current folder. The current folder is the location in the mailbox that corresponds to the location of the item inside the archive.
- A user can select one or more folders to search in Exchange Browser Search and Outlook Integrated Search.
- Shortcut deletion is performed as part of the archiving process in the scheduled background run of the Exchange Mailbox Task and the Exchange Public Folder Task.

File System Archiving

Managing Shortcuts

File System archiving policies enable you to specify that the archiving task must not create a shortcut immediately when an item is archived. The archiving task then creates a shortcut when the file meets the criteria that you define.

This feature enables you to ensure that the service does not create shortcuts for files that are modified frequently. This means that a user who wants to modify a file can open a local copy of the file, even though the file is safely archived. When the file is no longer changed frequently, Enterprise Vault creates a shortcut to the archived version.

There are several date and time criteria that you can use when defining the archiving rule. For example, you can make Enterprise Vault archive a file and then create a shortcut 15 days after the last modification date.

Improved archiving of large FSA volumes

File System archiving starts processing from the point at which it was interrupted. This enables File System archiving to process volumes that are too large to be processed during a single archiving run.

Archive Policies

Archive policies are defined by the Customer, managed via InTechnology's change management process and set by InTechnology application support specialists via the Microsoft Management Console (MMC) and held within the SQL database on the archive server. Separate sets of policies can be defined for Exchange servers, and a default set of policies are defined as part of the service installation.

Exchange Archive Policies

Archive policies for Exchange servers enable emails and attachments to be archived based upon the age of the item. The policy defines the age since last accessed and both emails and attachments will be archived. The policy also defines a retention period for which the archived items will be retained.

Exchange archive schedules are defined to periodically check the contents of the Exchange server private, and optionally the public, information stores. During these scan processes any emails that meet the policy definition are moved to the Exchange archive vault and replaced (if required) by shortcuts within the end-users mail folders.

These shortcuts enable end-users to easily view and retrieve archive content via their normal Outlook mail client. A policy can be defined that retains the email in the archive vault even if the end-user deletes the shortcut to the item. In this scenario the item is retained to the end of the defined retention period in the archive policy.

Exchange Server archiving based on age and quota

With the Managed Archiving Service you can select archiving based on age and quota. The service performs age-based archiving first. If age-based archiving does not make the required percentage of mailbox storage limit free, archiving continues until the required percentage is reached.

PST Mail Archiving

Email content previously archived by end-users to local PST files can be imported into the archive. This process retrieves the contents of the individual PST files, indexes them, and

stores the items in the archive. The imported PST mail items are secured using the ownership attribute of the original mail items to ensure security and confidentiality of email content.

PST content is stored within the archive using the same policies defined for the owning end-users mailbox on the Exchange server. Retention periods for PST imported content are effective from when the email/attachment was originally sent or retrieved - not from when it was imported from the PST file.

Following the import operation the PST files can be deleted from their server location.

Exchange Journaling Policies

The Compliance Exchange Archiving feature enables journaling of all inbound and outbound emails. This feature captures a copy of the emails before they reach the recipient's inbox and stores them in a journal vault location on the archive server. The journaling policies define the retention period for all items in the journal vault location. Items in the journal vault location will only be deleted when the retention period defined in the journal archive policy has expired. The journaling is a feature of Exchange and is enabled via the Exchange administrator.

File Archive Policies

File data can be archived based upon a number of criteria: type of file, age of file, age since created, age since modified, age since referenced, etc. Identification of file data candidates for archiving is defined through file name and/or extension filters and location of file server shares.

File server archive policies are defined to periodically check the contents of the defined file server shares. During these scan processes any files that match the policy definition are moved to the file archive vault and replaced by placeholders. These placeholders enable end-users to easily view and retrieve archived files using standard Windows tools such as Explorer.

A policy can be defined that retains the file in the file archive vault even if the end-user deletes the placeholder for the item. In this scenario the item is retained to the end of the defined retention period in the archive policy.
If the Customer's backup software modifies the access date of data, then archiving of data based on access date will not work.

Note: Offline files and folders are not supported.

Managed Archive Storage

All archived content from Exchange and PST archives and Exchange Journal is stored in one ore more vault store locations defined on the archive server. Multiple vault stores can be defined for the different types of archive content.

Optimised single instance storage

The Managed Archiving Service uses an optimised single instance storage model that can help to significantly reduce the storage space for archives.

The Managed Archiving Service identifies the shareable parts (SIS parts) of an item and gives each SIS part a digital fingerprint. It then stores each SIS part separately and only once within the sharing boundary, which can extend across vault stores. When Enterprise Vault identifies a SIS part that it has already stored, it references the existing SIS part instead of storing the SIS part again.

Single instance storage can help to reduce storage space in a number of ways. For example:

- If you use separate vault stores for journaling and mailbox archiving, the SIS parts between the vault stores can be shared.
- Sharing of identical SIS parts that result from different types of archiving, such as a message attachment that is also stored as a file on a file server.

Vault stores are now grouped into vault store groups. A vault store group acts as the outer boundary for the sharing of SIS parts. Each vault store group requires a fingerprint database, which may grow quickly when you use single instance storage. You create and configure the fingerprint database when you create a vault store group.

The offsite managed archive storage provides a remote replicated NAS storage option where the archive vault is defined on highly resilient storage deployed in an InTechnology data centre. To ensure archive data availability in the event of hardware error, software problems or Customer site disasters an automated copy of the archive storage and associated archive application data is performed to a secondary InTechnology data centre. With this functionality a higher bandwidth network circuit will be provisioned as a complementary service, which is not charged separately.

Service Implementation

As part of the base service an InTechnology consultant will come to the Customer premises to install and configure the Symantec Enterprise Vault and set-up all target Customer servers for the service. This activity will include demonstrating that the default archive policies can be successfully applied to the two defined target servers and data can be archived. Additional consultancy is available for further bespoke implementation consultancy such as configuring additional target servers and defining bespoke policies is available on a time and material basis.

Acceptance Criteria

The following acceptance criteria will be demonstrated during the service delivery process and the Customer's signed approval will signify that the service as described in this service definition is ready for use:

- Create Managed Archiving Service*organisation u*nit (OU) in Customers AD
- Create Managed Archiving Service *account* in Managed Archiving ServiceOU
- Create Managed Archiving ServicePST *service account*
- Enable 5 active users for archiving
- Install and confirm *archive client extensions* (buttons)
- Run archive and confirm mail icons change
- Archived mail can be retrieved via Outlook Client
- Archived mail can be retrieved via Outlook Explorer
- Archived mail can be retrieved via Outlook Search Vault
- Archived mail can be retrieved via Outlook Web Access
- Archived mail can be retrieved via Outlook Explorer
- Archived mail can be retrieved via Internet Explorer
- Run *locator*, *collector* and *migrator tasks*
- Open user mailbox to check PST present
- Enable *journal mailbox* on Exchange
- Enable *journal archive* on ILM
- Check vault usage report for activity

Managed Archiving Service – Service Level Agreement

This Service Level Agreement ("SLA") details the agreed target levels of performance for the offsite installation of the Managed Archiving Service provided by InTechnology to the Customer, where the Symantec Enterprise Vault software is installed on InTechnology provided and managed archive server(s) and attached to InTechnology provide & managed as well as replicated storage. It:

a) Details the level of services to be provided by InTechnology for the Managed Archiving Service in terms of availability and response time.

b) Details the specific responsibilities for both InTechnology and the Customer to ensure that the Managed Archiving Service is properly commissioned.

c) Defines the mechanism for reviewing InTechnology's performance in providing the Managed Archiving Service.

d) Defines what will happen in the event that a problem occurs.

InTechnology Responsibilities and Obligations

InTechnology will provide an automated mechanism whereby the Customer will be able to archive data from all designated servers as defined in the service definition. The Managed Archiving Service downtime will not exceed the stated availability below. Subject to the conditions outlined in this SLA, InTechnology will undertake that the Managed Archiving Service delivered to the Customer will function as specified.

<u>Exclusion</u>
InTechnology is not responsible for making appropriate changes to the Customer's environment such as rolling out Windows and Exchange server and client service packs.

Customer Responsibilities and Obligations

Although the Managed Archiving Service is a managed service and InTechnology will be responsible for the availability and support of the service components, the day-to-day operation of the Managed Archiving Service will, in part, depend on certain key processes and related equipment which are wholly under the Customer's control.
It is important to note that the Customer is responsible for:

- Making any appropriate changes to the existing server / desktop environment:
  - The Managed Archiving Service will require the Customer to roll out the latest Windows service packs for servers and clients prior to rolling the Managed Archiving Service to end user
  - The Customer is responsible for the provision of and changes to the access methods such as VPN or Citrix etc to enable the access and retrieval of archive data for end users

The Customer will also be responsible for the provision, installation, management and support of any internal network connectivity at the Customer's site required to deliver this service.

Support Process

The nominated Customer representative will be responsible for promptly reporting any problems directly to the InTechnology customer support team in accordance with the escalation procedures outlined in the Customer Service Plan section below.

Reports

The Customer will be responsible for reviewing and acting upon the reports provided by the Managed Archiving Service and for reviewing the detailed logs generated by the Service.

Managed Archiving Service Availability

Managed Archiving Service Availability	**Equivalent downtime per month (24 x 7 x 365)**
99%	7 hours 26 minutes

The SLA for the archive server and / or archive store availability will be 99.0% availability in any one month. The Managed Archiving Service availability measures whether the archive server and / or archive store in the InTechnology data centre is available for backup and restore. The availability measurement will be the amount of time in any one month that the archive server and / or archive store is available to archive and retrieve data to and from the Customer's associated server(s). This means that if the archive server and archive store exceeds a total cumulative downtime of more than 7 hours and 26 minutes in any one calendar month it will be considered to be outside of the SLA. Downtime will be measured from when the fault is logged by the Customer and acknowledged by the InTechnology support desk to when the archive server and / or archive store becomes available for operational use. Each time the archive server and / or archive store exceeds the cumulative maximum downtime of 7 hours and 18 minutes in any one calendar month this will be considered to be an 'instance' for Service Credit purposes as defined in Service Credits section.

Total Service Outage

When a platform or system upgrade is planned that will result in a total system outage affecting all Customers, InTechnology will endeavour to give 7 days prior notice to allow Customers time to limit any impact on their own operations.

Exclusions:

- Downtime due to InTechnology or other network provider's network outages (Service Connection between the Customer network and the InTechnology Data centre(s)).
- Downtime due to problems on the Customer's network, either within the Customer's site or between sites.
- Planned downtime for maintenance of equipment where adequate written notice has been given to the Customer.
- Problems that have occurred due to actions or failure to perform necessary actions by the Customer.

Service Credits

The following service credits will apply based on the criteria detailed in the Managed Archiving Service availability section above. In the event that the archive server and / or archive store falls outside of the SLA, i.e. the downtime on the archive server and / or archive store exceeds a cumulative total of 7 hours and 18 minutes (99.0% availability) in any one month, then a service credit shall apply based upon a percentage of the maximum service credit per instance (i.e. where a specific archive server and / or archive store falls outside of the SLA in any one month) as calculated below. The maximum service credit per instance = Total monthly Managed Archiving Service charges.

Total number of instances of archive server and / or archive store falling outside of SLA in any one month	**Percentage of maximum service credit paid per instance**
1	5%
2	10%
3	20%
4	30%
5	40%
6	50%
7	60%
8	70%
9	80%
10	90%
11+	100% (Maximum)
Where any one instance exceeds the SLA and the archive server and / or archive store is unavailable for operation (i.e. The Customer is unable to perform a backup or restore) for longer than 24 hours then the service credit for that particular client instance will be:	100% (Maximum)
Important: Regardless of the total number of instances the total service credit paid in any one month will not exceed the total monthly service charges for the month.	

Example of calculating a service credit:

Total monthly Managed Archiving Service Charge = £2,000
Two Instances of the Managed Archiving Service operating outside the SLA: Total service credit for the month = £2,000 x 10%= £200

Managed Archiving Service Charging Notes

Installation Charges

The following table details the chargeable elements associated with the installation of the Managed Archiving Service. Please note an increase in data volumes, number of Exchange servers or number of sites may require some or all of the components of the Managed Archiving Service to be upgraded at some point in the future, thereby incurring additional charges.

Installation	Details
Design & implementation consultancy	InTechnology will provide the archive server with network attached & geographically diverse storage replication storage between two InTechnology data centre. As part of the service an InTechnology consultant will visit to the Customer premises and install / configure the archive server in the InTechnology data centre and a configure all source servers.
Additional archive server	Additional archive server will improve data throughput from multiple targets servers / sites

Notes on Charging

- Once the Managed Archiving Service has been made available for use InTechnology will charge the Customer for the minimum number of licenses and minimum data storage volume that have been included in the above charging table. This will be the monthly charging baseline, i.e. the minimum monthly service charge. If the number of licenses and / or data storage volume increases, the monthly charges will increase on a pay-as-you basis. Following an increase of data storage volumes and / or the number of licenses, these can decrease during the contract term, but InTechnology will always charge for the initial baseline.

- The Monthly License Charge is measured in peak number of licenses used per month.

- The Monthly Archive Storage Charge is based on the actual peak volume of data stored in the offsite archive storage in each month (this includes the actual archive storage as well as the index database). InTechnology will charge for the compressed data stored within the secure data centre and not the transferred data volume.

- InTechnology reserve the right to audit the usage of the archiving software & associated licenses to ensure correct charges are applied.

Service Exclusions

- Rebuild of customer hardware or operating system environment.

- Support for operating systems other than replication, backup & recovery and /or archiving issues related to the operating system.

- Support for customer's network infrastructure.

- Support for customer's application software.

InTechnology designs and supports the best IP solutions for business with a range of applications seamlessly integrating clients' communications needs through the delivery of secure voice, data and mobile solutions.

InTechnology employs 200 people and has data centres in Harrogate, London and Reading.

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