

EMEA BACKUP SYSTEMS SUPPORT – RUSSIA CTI DISTRIBUTED OPERATIONS

ROLES AND RESPONSIBILITIES DOCUMENT

DOCUMENT REVISION HISTORY

Version	Date	Detail	Author
0.1	18/4/2007	Initial Document is created	Igor Shamshin
0.2	4/5/2007	Minor changes	Alexey Loginov
0.3	08/06/07	Changes made to section 1.9.5	Salauddin Ahmed
0.4	09/06/07	Russia phone numbers corrected	Kirill Drematch
0.5	11/06/07	Gary Battersby Title Amended	Gary Battersby

APPROVALS

NAME Kirill Drematch, CTI Russia Date _____

NAME Gary Battersby,
EMEA Regional Storage and
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 11/6/07

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1. EMEA Backup Systems Definition for Russia

- 1.1. **Service Name:** EMEA Backup Systems administration
- 1.2. **Service unit:** EMEA Backup Systems Administrators. The EMEA Backup Systems Administrators team is a division of Citigroup Technology (CTI). The team is located in the United Kingdom (UK). EMEA SAN Management Group (*GT EMEA TI Distributed Storage Mgmt) is responsible for Legato Replistor Operational Support
- 1.3. **Service level Manager:** The appointed Service Level Manager of this service is: **Gary Battersby**.
- 1.4. **Customer Contact:** The appointed Customer Contact (Russia CTI Distributed Ops) for this service is: **Alexey Loginov**
- 1.5. **Service coverage:** Target Availability The target availability that we work to is 100%. The CTI Command Centre team manages severe outages. A full review of any such outages is completed in accordance with standard CTI processes.
- 1.6. **Service Hours:** EMEA Backup Systems Administrators can be contacted during the weekday on site support hours of 8am - 6pm (UK Time). EMEA Backup Systems Administrators are available 7 x 24 x 365 days of the year via the Command centre callout on phone number +44 20 7986 2020
- 1.7. **Support:** All support calls regarding to EMEA Backup Systems Administrators are directed to the local customer support team. Users may also log tickets on Virtual TECH (problem management system <https://virtualtech.eur.nsroot.net/>). Tickets the local customer team are unable to resolve are escalated to EMEA Backup Systems Administrators team. This team will attempt to resolve all such escalated issues. All contacts are listed in Appendix B.
- 1.8. **Timeframes:** EMEA Backup Systems Administrators follows below defined timeframes based on Issue severity for response and attempts to follow for resolution. Issue severity is defined in terms of Virtual Tech system as per Severity Level Assessment Matrix
 - 1.8.1. Severity 1 Response time 1 hour, Resolution time as soon as possible
 - 1.8.2. Severity 2 Response time 2 business hours, Resolution time 8 business hours
 - 1.8.3. Severity 3 Response time 4 business hours, Resolution time 16 business hours
 - 1.8.4. Severity 4 (Moves & Changes) Response time 3 business days, Resolution time 40 business hours
- 1.9. **Process.** The major processes performed by EMEA Backup Systems Administrators are Change Management, Problem management, Infrastructure installation, Resource management, Daily Controls checks, and Information Security, Controls and Compliance. The EMEA Backup Systems Administrators team provides weekday onsite support for regional Backup Infrastructure. Its primary function is the ownership and responsibility of the Backup infrastructure in EMEA, which includes this is not an exhaustive list, are as follows:
 - 1.9.1. Managing the devices ensuring that they are available and operational
 - 1.9.2. Performing daily checks on the devices, consisting of the following: Checking the event logs for any errors. Check for Legato Networker backup failures and Replistor failures. Checking is to be performed working days only.

- 1.9.3. Daily MIS reporting on Backup status
- 1.9.4. Tape management (including and excluding tapes into rotation)
- 1.9.5. Legato Replistor performance management and failure analyses leading to escalation according to regional management procedure.
- 1.9.6. Manage any support cases with the vendors (Sun and EMC) ensuring satisfactory problem resolution.
- 1.9.7. Identify and manage any failed Backup infrastructure hardware. This will involve correctly identifying the failed hardware and raising the necessary VT tickets to the local support groups for replacement
- 1.9.8. Maintain and troubleshoot Legato services by means of remote access or using ILO interface. List of Backup infrastructure servers and ILO IP addresses is provided in Appendix A to this document
- 1.9.9. Restoring CFI (client file indexes) from backup
- 1.9.10. Restoring Data from backup based on VT request
- 1.9.11. Wintel support (OS installation, patching, VTM setup, Anti-virus protection, troubleshooting, Legato software installation, support and on-going maintenance) is performed by EMEA Backup Systems Administrators team in conjunction with London Wintel Support team
- 1.9.12. Privileged OS password is kept and maintained according to Citigroup policies and procedures by EMEA Backup Systems Administrators team in conjunction with London Wintel Support team.
- 1.9.13. Ensuring full production status for the devices (Monitoring, TAS etc)
- 1.9.14. Adding servers into backup pool. Removing servers from backup pool.
- 1.9.15. New Legato servers, when added, will be also maintained according to the same support agreement
- 1.9.16. Manage archive tape creation for decommissioned servers
- 1.9.17. Other applicable processes described in PCM documentation:
 - BACKUP - Mmgt Process Control Manual version from 15-Nov-2006 or later
 - Backups Russia BAU v1.3 or later

2. Russia SA's Backup Systems Responsibilities:

The local SA's will be responsible for performing the following tasks:

- 2.1. Hardware support (racking, stacking, cabling, hardware maintenance)
- 2.2. Define backup strategy for each server.
- 2.3. Communicate with Business users regarding data backup and restoration. Forward restore requests to EMEA Backup Team.
- 2.4. Troubleshoot Legato services on local servers in accordance with EMEA backup Team recommendations
- 2.5. Keep tapes in safe and maintain safe inventory.
- 2.6. Library Tape management is the responsibility of EMEA Distributed backups. Data Owners are responsible for requesting backup and retention period.
- 2.7. If Vendor's require access in the event of an issue EMEA Backup Systems Administrators will require the support of local SA's to ensure resolution.
- 2.8. Provide onsite support in case of any hardware or power maintenance. Power down and power on backup infrastructure boxes in accordance with EMEA backup Team recommendations
- 2.9. Inform EMEA Backup Team in advance about forthcoming power maintenance events.

APPENDIX A: ILO IP Address list

Server Name	IP address	ILO IP address
VKOCTISANS0001	169.190.110.93	169.190.109.25
VKOCTISANS0002	169.190.126.29	169.190.124.251
VKOCTISASN0001	169.190.110.94	169.190.109.26
VKOCTISASN0002	169.190.110.95	169.190.109.27
VKOCTISASN0003	169.190.110.96	169.190.109.54
VKOCTISASN0004	169.190.110.97	169.190.109.55
VKOCTISASN0005	169.190.110.98	169.190.109.56
VKOCTISASN0006	169.190.110.99	169.190.109.57
VKOCTISASN0007	169.190.126.30	169.190.124.252
VKOCTISASN0008	169.190.126.31	169.190.124.253
VKOCTISASN0009	169.190.126.32	169.190.124.254
VKOCTISASN0010	169.190.126.33	169.190.124.249
VKOCTISASN0011	169.190.126.34	169.190.124.248
VKOCTISASN0012	169.190.126.35	169.190.124.247

APPENDIX B: Support Team contacts and escalation charts

London EMEA Backup Systems Administrators

The group hotline is +44 2075001266 (Citigroup internal extension number 51266)
Virtual Tech queue is UK Infrastructure Backups Support
The email distribution list is *GT EMEA TI Backup Systems Administrators
On site support hours of 8am - 6pm (UK Time)
EMEA Backup Systems Administrators are available 7 x 24 x 365 days of the year via the Command centre callout on phone number +44 20 7986 2020

EMEA SAN Management Group (ESMG)

The group hotline is +44 20 7500 9686 (Citigroup internal extension number 5-9686)
The email distribution list is *GT EMEA TI Distributed Storage Mgmt

Russia SA Team

The group hotline is +7-495-589-2923
Virtual Tech queue is Russia Server Group
The email distribution list is *GT RU Server Group
INFOMAN approver groups are CNRUSERA, CURUCABA

On site support hours 08am – 8pm (MSK) Monday – Friday.
The group hotline is to be used during off-hours

Russia SA Team Escalation chart

First contact			
Server Support On Call engineer		+7-495-589-2923	*GT RU Server group
Escalation (Level I)			
Server Operations group Head	Igor Shamshin	+7-495-642-7557 work +7-916-993-7258 mobile	Igor.Shamshin@citigroup.com
Escalation (Level II)			
Server department Head	Alexey Loginov	+7-495-642-7552 work +7-985-760-5049 mobile	Alexey.Loginov@citigroup.com
Escalation (Level III)			
CTI Russia Head	Kirill Drematch	+7-495-642-7555 work +7-985-764-5642 mobile	Kirill.Drematch@citigroup.com

APPENDIX C: Attached documents

PCM / BACKUP - Mmgt Process Control Manual version from 15-Nov-2006



Backups Russia BAU v1.3



Backups_Russia_
BAU_v1_3.doc