



**Government of Ontario IT Standard (GO-ITS)**

**GO-ITS Number 30.7**

**OPS Backup & Restore Software Suite**

**Version #: 1.0**

**Status: Approved**

Prepared for the Information Technology Standards Council (ITSC) under the delegated authority of the Management Board of Cabinet

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## Template Info

Template Name	Template #	Template Version No.	Template Author	Template Completion Date
GO-ITS Template	09.03.26	2.0	Design: PMCoE Boilerplate: CAB/OCCS	2009-03-26

## Document History (including ITSC and ARB approval dates)

Date	Summary
2009-06-11	GO-ITS 30.7 Draft Version 0.10 created
2009-10-30	<ul style="list-style-type: none"> <li>Draft received favourable vote by ITSC members with action items</li> <li>Added 'product version' statement to section 2.8 <i>Compliance Requirements</i> (as per ITSC minutes dated September 16, 2009)</li> <li>Draft version number changed to 0.11</li> </ul>
2010-07-26	Added Appendix A to include Symantec Backup Suite Component List – Draft Version 0.12
2010-08-04	Insert a sentence to address SCM comment to ensure an assessment of this standard over 3 year term
2010-12-15	<p><b>Endorsed:</b> IT Standards Council endorsement</p> <ul style="list-style-type: none"> <li>Draft received favourable vote by ITSC members with decision to change wording in Section 2.3.2 from “every three years” to “within three years”</li> <li>Draft version number changed to 0.80</li> </ul>
2010-12-17	<ul style="list-style-type: none"> <li>Change wording in Section 2.3.2 from “every three years” to “within three years”</li> <li>Draft version number changed to 0.90</li> </ul>
2011-01-27	<p><b>Approved:</b> Architecture Review Board approval</p> <ul style="list-style-type: none"> <li>Approved version number set to 1.0</li> </ul>

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## 1. Foreword

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Government of Ontario Information Technology Standards (GO-ITS) are the official publications on the guidelines, preferred practices, standards and technical reports adopted by the Information Technology Standards Council (ITSC) under delegated authority of the Management Board of Cabinet (MBC). These publications support the responsibilities of the Ministry of Government Services (MGS) for coordinating standardization of Information & Information Technology (I&IT) in the Government of Ontario. Publications that set new or revised standards provide enterprise architecture guidance, policy guidance and administrative information for their implementation. In particular, GO-ITS describe where the application of a standard is mandatory and specify any qualifications governing the implementation of standards.

## 2. Introduction

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### 2.1. Background and Purpose

The intended purpose of select a product brand standard for the OPS Enterprise (ITS) Backup & Restore software is to meet the technological needs of the Government of Ontario while positioning the government for service delivery improvements by reducing system complexity and costs.

Product standardization is established to limit the number of infrastructure components in use within the OPS Enterprise (ITS) data centers. The nature of product standards means that they are the primary products deployed across all OPS Enterprise (ITS) data centers. Future procurement activities may or may not change the product standard on a go-forward basis.

In general terms, 'OPS Backup & Restore Software' can be defined as an infrastructure component to provide cross-platform backup and restore functionalities to a large variety of platforms including Windows, Unix and Linux operation systems and support to many hardware devices like tape drives and libraries, tape vaulting, disk unites and hot database products such as Oracle, IBM DB2, Microsoft SQL Server.

For the purpose of this standard the definition utilized for "OPS Backup & Restore Software" is limited within the OPS Enterprise (ITS) Data Centers.

This standard declares the 'OPS backup & restore software' brand standard for use across enterprise-wide data centers.

### 2.2. Scope

#### 2.2.1. In Scope

All new data center backup and restore solution development planned within OPS Enterprise (ITS) data center are in scope.

#### 2.2.2. Out of Scope

All backup and restore solution development outside OPS Enterprise (ITS) Data Centers are out of scope.

### 2.3. Applicability Statements

#### 2.3.1. Organization

Government of Ontario IT Standards apply (are mandatory) for use by all OPS Enterprise (ITS) data centers and to all former Schedule I and IV provincial government agencies under their present classification (Advisory, Regulatory, Adjudicative, Operational Service, Operational Enterprise, Trust or Crown Foundation) according to the current agency classification system.

Additionally, this applies to any other new or existing agencies designated by Management Board of Cabinet as being subject to such publications, i.e. the GO-ITS publications and enterprise solutions and services - and particularly applies to Advisory, Regulatory, and Adjudicative Agencies (see also procurement link, OPS paragraph). Further included is any agency which, under the terms of its Memorandum of Understanding with its responsible Minister, is required to satisfy the mandatory requirements set out in any of the Management Board of Cabinet Directives (cf. Operational Service, Operational Enterprise, Trust, or Crown Foundation Agencies).

As new GO-IT standards are approved, they are deemed mandatory on a go-forward basis (Go-forward basis means at the next available project development or procurement opportunity).

When implementing or adopting any Government of Ontario IT standards or IT standards updates, ministries and I&IT Cluster must follow their organization's pre-approved policies and practices for ensuring that adequate change control, change management and risk mitigation mechanisms are in place and employed.

For the purposes of this document, any reference to ministries or the Government includes applicable agencies.

### 2.3.2. Other Applicability

ITS will review the process and effectiveness of the standard within **three** years and a follow-on procurement plan will be provided for approval.

All private sector vendors who are contracted to develop backup & restore projects for ITS clients must also confirm to this standard.

## 2.4. Requirements Levels

Within this document, certain wording conventions are followed. There are precise requirements and obligations associated with the following terms:

<b>Must</b>	This word, or the terms "REQUIRED" or "SHALL", means that the statement is an absolute requirement.
<b>Should</b>	This word, or the adjective "RECOMMENDED", means that there may exist valid reasons in particular circumstances to ignore the recommendation, but the full implications (e.g., business functionality, security, cost) must be understood and carefully weighed before choosing a different course.

## 2.5. Contact Information

### 2.5.1. Roles and Responsibilities

#### Accountable Role Definition

*The individual is ultimately accountable for the process of developing this standard. There must be exactly one accountable role identified. The accountable person also signs off as the initial approver of the proposed standard before it is submitted for formal approval to ITSC and ARB. (Note: in the OPS this role is at a CIO/Chief or other senior executive level)*

#### Accountable Role:

Title: Director, Enterprise Strategic Planning Design and Services Branch  
 Ministry/Cluster: Ministry of Government Services  
 Division: Infrastructure Technology Services

#### Responsible Role Definition

*The organization responsible for the development of this standard, There may be more than one responsible organization identified if it is a partnership/joint effort. (Note: the responsible organization provides the resource(s) to develop the standard)*

#### Responsible Organization:

Ministry/Cluster: Ministry of Government Services  
 Division: Infrastructure Technology Services  
 Branch: Enterprise Strategic Planning Design and Services

**Support Role Definition**

*The support role is the resource(s) to whom the responsibility for actually completing the work and developing the standard has been assigned. There may be more than one support role identified. If there is more than one support role identified, the following contact information must be provided for each of them. If there is more than one support role, the first role identified should be that of the editor – the resource responsible for coordinating the overall effort.*

**Support Role (Editor):**

Ministry/Cluster: Ministry of Government Services  
 Division: Infrastructure Technology Services  
 Branch: Enterprise Strategic Planning Design and Services  
 Section: ITS Enterprise Architecture Office  
 Job Title: Technical Architect  
 Name: David Lin  
 Phone: (416) 212-3133  
 Email: david.lin@ontario.ca

*The above individual will be contacted by the Standards Section once a year, or as required, to discuss and determine potential changes and/or updates to the standard (including version upgrades and/or whether the standard is still relevant and current).*

**Consulted**

Please indicate who was consulted as part of the development of this standard. Include individuals (by role and organization) and committees, councils and/or working groups.

(Note: consulted means those whose opinions are sought, generally characterized by two-way communications such as workshops):

<b>Organization Consulted (Ministry/Cluster)</b>	<b>Division</b>	<b>Branch</b>	<b>Date</b>
MGS	ITS	Enterprise Strategic Planning Design and Services	2009
MGS	OCCTO	Technology Adoption Branch	2009
MGS	ITS	ITS Procurement Office	2009

<b>Committee/Working Group Consulted</b>	<b>Date</b>
ITSC	2009
ITS Solutions/Design	2009
ITS Service/Capacity Planning	2009
ITS Portfolio and Strategy	2009
GDC Project	2009
ITS Telecom	2009
ITS Data Center Operations	2009
ITS ACT	2009
ITS SMT	2009
SDLC	2010
itSML	2010

**Informed**

Please indicate who was informed during the development of this standard. Include individuals (by role and organization) and committees, councils and/or working groups.

(Note: informed means those who are kept up-to-date on progress, generally characterized by one-way communication such as presentations):

<b>Organization Informed (Ministry/Cluster)</b>	<b>Division</b>	<b>Branch</b>	<b>Date</b>
MGS	OCCTO	Applied Architecture Branch (AAB)	2009
	OCCTO	Corporate Architecture Branch (CAB)	2009

<b>Committee/Working Group Informed</b>	<b>Date</b>
Corporate ACT	2009
Technology Architecture Domain Working Group	2009
Security Architecture Working Group	2009



## 2.6. Recommended Versioning and/or Change Management

Changes (i.e. all revisions, updates, versioning) to the standard require authorization from the “responsible” organization.

Once a determination has been made by the responsible organization to proceed with changes, the Standards Section, Corporate Architecture Branch, OCCS, will coordinate and provide assistance with respect to the approvals process.

The approval process for changes to standards will be determined based on the degree and impact of the change. The degree and impact of changes fall into one of two categories:

**Minor changes** - requiring communication to stakeholders. No presentations required. No ITSC or ARB approvals required. Changes are noted in the “Document History” section of the standard;

**Major changes** - requiring a presentation to ITSC for approval and ARB for approval (Note: ARB reserves the right to delegate their approval to ITSC)

Below are guidelines for differentiating between minor and major changes:

### Major:

- represents a major version change to one or more specifications
- impacts procurement
- requires configuration changes to current solutions
- impacts other standards
- responds to legislative, policy or procurement changes

### Minor:

- represents incremental version changes to one or more specifications
- does not impact procurement (other than informational)
- does not require configuration changes to current solutions
- does not impact other standards
- is not related to legislative, policy, or procurement changes

## 2.7. Publication Details

All approved Government of Ontario IT Standards (GO-ITS) are published on the ITSC Intranet web site. Please indicate with a checkmark below if this standard is also to be published on the public, GO-ITS Internet Site.

Standard to be published on both the OPS Intranet and the GO-ITS Internet web site (available to the public, vendors etc.)	√
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## 2.8. Compliance Requirements

All OPS Enterprise (ITS) backup & restore projects/solutions must use or plan for the product standard listed in section 3.

If for some reason this product does not meet requirements, a justification for exemption must be developed and presented to the ITS CIO. The ITS CIO formally requests an exemption from ITEL. If an exemption is granted, the ministry/cluster proceeds with a separate procurement.

Technical specifications (TS) and version control information for the latest products will be published on an ongoing basis. This set of specifications must be used for the evaluations.

Where product version numbers are not specified, the acceptable product/component versions are current version (N) and N-1 and supported by the vendors. Roadmaps will be published on an ongoing basis to identify future changes to technology standards.

### 3. Mandatory Requirements

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This standard declares that the following product brand has been selected by the Government of Ontario for Enterprise-wide data center backup & restore software (see Appendix A for product component list):

- Symantec Backup Suite

### 4. Related Standards

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#### 4.1. Impacts to Existing Standards

Identify any Standards that reference or are referenced by this Standard and describe the impact.

GO-IT Standard	Impact	Recommended Action
None	None	N/A

#### 4.2. Impacts to Existing Environment

Impacted Infrastructure	Impact	Recommended Action
None	None	N/A

## 5. Appendix A – Symantec Backup Suite Component List

Category	Component
Backup Server	Symantec NetBackup v.6.5/7.x - Enterprise Server (UNIX & Windows)
	Symantec NetBackup v.6.5/7.x - Standard Server (UNIX & Windows)
	Backup Exec version 10e/12e
Backup Client	Symantec NetBackup v.6.5/7.x - Enterprise Client (UNIX& Windows)
	Symantec NetBackup v.6.5/7.x - Standard Client (Cross-Platform)
Backup Agent & Options	Symantec NetBackup v.6.5/7.x - Database and Application Pack (UNIX & Windows)
	Backup Exec version 10e/12e – Database and Application Pack (Symantec NetBackup v7.x Agents) + Backup Exec Agents
Storage Virtualization and High Availability	Symantec Storage Foundation 5.1 Standard (UNIX, Linux)
	Symantec Storage Foundation 5.1 Standard HA (UNIX, Linux)
	Symantec Storage Foundation 5.1 Enterprise (UNIX, Linux)
	Symantec Storage Foundation 5.1 Enterprise HA (UNIX, Linux)
	Symantec Storage Foundation 5.1 Cluster File System -- SFCFS (UNIX, Linux)
	Symantec Storage Foundation 5.1 - Cluster File System HA -- SFCFS (UNIX, Linux)
	Symantec Storage Foundation 5.1 - Enterprise – HA/DR option (UNIX, Linux)
	Symantec Storage Foundation 5.1 - Enterprise for Oracle(UNIX, Linux)
	Symantec Storage Foundation 5.1 - Enterprise for Oracle RAC (UNIX, Linux)
	VERITAS Cluster Server version 5.x (UNIX, Linux, Windows, VMware)
	Symantec Storage Foundation 5.1 - For Windows Standard
	Symantec Storage Foundation 5.1 - For Windows Enterprise
	Symantec Storage Foundation 5.1 - For Windows Enterprise – HA/DR option
Management & Reporting	Symantec NetBackup Storage Migrator version 5.x/6.x
	VERITAS Backup Reporter version 6.6.2
	VERITAS Command Central Enterprise Reporter 5.0/5.1
	VERITAS Command Central Storage 5.0/5.1
Email and Content Archiving	Symantec Enterprise Vault versions 7.5/8.0/9.0
Protection Server	Symantec Protection 5.1 for SharePoint Servers
	Symantec NetBackup RealTime version 7.x
De-duplication Server	Symantec NetBackup PureDisk version 6.6

## 6. Copyright Information

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