Back-up and Data Services

CCS Technology Services Framework – RM1058 Lot 10 Service Description

Crown Commercial Service Supplier

UKN Group have secured agreements with Crown Commercial Service on two key national Frameworks that demonstrate our credentials, references and commitment to the Public Sector.

G-Cloud 6 – Specialist Cloud Service

(see https://www.digitalmarketplace.service.gov.uk/g-cloud/services/5105633598636032)

CCS Technology Services RM1058

(see http://ccs-agreements.cabinetoffice.gov.uk/suppliers/ukn-group-limited)

UKN Group understands the importance of robust backup routines and takes this responsibility extremely seriously. UKN Group offer a number of Managed Data, Backup and Recovery services from on premise Disk to Tape services through to active replication, to hosted Cloud backup services.

For each service offered by UKN Group, a team of Professional Services Consultants will work with the Client to produce a detailed policy that defines the specifics of the live data management, location and infrastructure access protocols together with a schedule of the criticality and confidentiality of the information before determining the most appropriate service.

The recommended service will include the production of a detailed Service Level Agreement (SLA) together with an Operating Level Agreement for execution.

UKN Group also offers services to support data archiving for historic information that is stored in near-on-line infrastructure thereby releasing storage and reducing the cost of storing current and live data. Near-on-line data lofts are managed using the same Information Governance, security, resiliency and backup as live data.

UKN Group's Freedom-of-Information Request and data retrieval services will typically use near-on-line storage for the information retrieval therefore preventing disruption, and performance degradation in live production environments.

We configure backups, ensuring everything related to backup is optimised and backed up outside of core operating hours.

UKN Group provides a complete solution and service to support different backup solutions, ranging from clients with single tape drives to clients with multiple tape libraries and complete SAN to SAN backups and off-premise Cloud solutions.

UKN Group's Infrastructure Management Team is responsible for the implementation of backup Services. This includes the installation of the backup infrastructure and the allocation of agents to the required servers and devices that require backing up. These are configured to be pushed out automatically. This involves setting up backup and archive policies in line with the client's requirements and policies, including the required level of encryption.

UKN Group has extensive experience of Service Implementation, Management and Monitoring of backups including (but not limited to) Netbackup, Backup Exec and Microsoft Data Protection Manager.

Back-up and Data Services

All client backups are monitored on a daily basis by our Infrastructure Management Team to ensure successful completion and any job failures are treated as high priority incidents, investigated and resolved.

Data restores are performed to regular schedules to test that, not only is data being backed up but that it can actually be restored. These tests are performed alongside regular DR Tests.

RM1058 – Lot 10 – Reference 1 – NHS England

The NHS England infrastructure for the London region, managed by UKN Group, is an off-premise data centre solution. The design of the solution includes built in resilience for all servers, storage and communications. In addition, secure remote access capabilities were supported (with two factor authentication) for the infrastructure in the advent of loss of office. Every laptop is encrypted to NHS IG Standards. The Backup services are an integral component of the DR and Business Continuity Service and conforms to NHS Information Governance Standards for security, backup, recovery and business continuity requirements.

The infrastructure was hosted in London Docklands Data Centre which is a high capacity, fully redundant tier III aligned facility designed to deliver high availability services with a balanced, energy efficient, and fault tolerant N+ 1 environment with high speed internet circuits.

The UKN Group Backup and Disaster Recovery services strictly adhere to the processes of the IT Service Continuity Management (ITSCM) policy in collaboration with the NHS client.

The solution is put through resilience testing during agreed maintenance windows. These tests ensured that the systems put in place are functioning as expected and allows for any problems to be rectified before a real life requirement. These processes ensured that relevant contingencies were in place and supported.

Data restores are performed to regular schedules to test that not only is data being backed up but that it can actually be restored. These tests are performed alongside the DR Tests.

The UKN Group managed services agreement provides 24*7*365 infrastructure management and monitoring such that any identified issues are immediately addressed to maximise service availability.

In addition UKN Group has a specific agreement to provide dedicated infrastructure and service desk support to the NHS Emergency Preparedness Team in London whose responsibility is to take lead control of collaboration for all Emergency Service teams in the event of pandemic, flood, terrorist, or other major disaster. It is critical that the systems and processes are regularly tested at varying times of the day with detailed report produced on the outcomes.

Having managed the infrastructure for over twelve years, UKN Group has established a strong reputation for data management and particularly in support to Freedom of Information Requests. UKN Group manage data for a number of

NHS business units in secure archives and can retrieve and restore data within a short period of time depending on the business criticality and the level of confidentiality.

RM1058 – Lot 10 – Reference 2 – Rural Payments Agency

UKN Group has provided Rural Payments Agency with a resilient DR/BC service as a core component of the Managed Desktop Service including Disaster Recovery and Business Continuity services. The RPA control vast numbers of payments to the farming community on a daily basis. It is critical therefore that a highly resilient solution for accessing key business systems is maintained and that comprehensive Backup and Data Security as well as DR/BC services are in place in the event of a disaster. The service is based on a collaborative agreement with all key systems and service providers (data centres, hardware, software and communication line providers) and is tested on a frequent basis to confirm to the requirements of DEFRA, the governing central Government department.

The Backup and Data services work in conjunction with the disaster recovery (DR) solution to provide a complete secure and stand-by Ultra-Thin Client (UTC) desktop infrastructure in the event of the de-centralised UTC infrastructure being unavailable. The solution is designed to be available to over 600 key staff should the need arise; spread over 12 location throughout the UK.

The key benefits of this solution:

- Minimal disruption to operations for a maximum of 600 users on a single site
- Automated backup of data for recovery purposes
- The solution had to adhere to the following design decisions:
- Disaster recovery scaled for failover to a single site for a maximum of 600 users
- Continuous data protection during normal operations
- Manually initiated recovery process for optimum control
- Manually initiated failback process for optimum control

The disaster recovery solution consists of a number of components which come together to form a reliable solution for recovery purposes. Utilising the de-centralised model itself creates a challenge of data availability in the disaster recovery site. For example, user profile data is stored locally at each site and is required to be replicated to the disaster recovery site in order to provide a seamless experience for end-users when connecting to and using the disaster recovery facilities.

The solution consisted of the following elements:

- Replication of user profile data

- The replication solution utilises a Symantec Backup Exec 11d Continuous Protection Server (CPS). This solution provides the required features whilst providing a cost effective and managed solution for the need for replication and the requirement for tape backup of data that regularly changes, such as the user profile data

Stand-by Thin-Client Server Farm

- Four standard specification T1000 Thin Client Servers would be used to provide management services to Thin Client devices that connect to the disaster recovery site. In order to restrict use to a maximum of 600 users, a facility that would be provided to restrict the number of users per server to a maximum of 150

VMWare Server Infrastructure

- Two standard specifications Dell PowerEdge 6950 Servers would host the management infrastructure for the disaster recovery solution. This would be connected to a standard specification Dell/EMC^2 CX300 SAN configured with 2Tb available storage capacity

This solution allowed UKN Group, at the request of the client, to failover any of the client sites to a DR system which would be available to the users from their existing desks, or if the situation should arise, a desk at another site.

It would allow for DR at a number of levels including the failure of the server infrastructure, the desk side equipment, the network or all 3.

Regular DR tests took place over the course of the contract which ensured that, if the plan needed to be invoked at any time, we were confident that the strategy was suitable and could get users back to a working state within the agreed timeframe.