

Data Restoration Test Service

A data restoration test service for a finite number of large data or file sets is now available. This service offering ensures that the backup process is providing the assurance that data and files are protected. The data restoration test service is limited to four restorations per year.

How the Data Restoration Test Service Works

An agency simply has to notify its customer account manager (CAM) or agency operations manager (AOM) of its desire to perform a restoration test on one of its large databases or files. Once the request is made, a member of the data center and server services team will contact the customer to discuss the request. A review will be made to ensure the data or file sets meet the criteria of this service and to determine if pre-requisites of the restoration service testing are met. The scheduling of the testing will be done in the order that requests are received.

The restore test will not impact agency business operations, nor will it require procurement of additional hardware (a pre-requisite for this service is that existing resources in the environment have sufficient capacity for restoration testing).

Test scheduling, or an appropriate maintenance window, and restore procedures will be mutually agreed upon in advance of conducting any tests.

Data Restoration Implementation Considerations

- Pre-requisites are met
- Availability of agency end users for test validation process
- Target large data and file sets are of critical nature to agency business functions
- Systems must be in scope to the information technology infrastructure program support agreement

Requesting Data Restoration Test Services

Contact your CAM or AOM to request a data restoration test. There is no cost for this service.