

BOCADA Data Protection Service Management Process



OVERVIEW: Organizations that view Data Protection as an IT service, offered to either internal or external customers, require a standard set of operational processes in order to ensure successful service delivery and drive down operational costs. Developed in partnership with leading enterprise customers and service providers, the Bocada Data Protection Service Management (DPSM) Model is an ITSM like *actionable methodology* targeted at enhancing the delivery of data protection services. The model outlines a multi-phased approach to assess the overall data protection delivery infrastructure effectiveness, improve the ability to deliver quality data protection and recovery services, publish the results to customers and continuously advance the effectiveness of data protection operations, while lowering costs.

Key Benefits

HEALTH CHECK

The initial Health Check/Assessment phase helps reveal the true effectiveness of an organization's data protection environment, enables effective Problem Management by pinpointing, diagnosing and helping eliminate trouble spots and identifying opportunities for improvement.

POLICY MANAGEMENT

In the Policy Management Phase, users can evaluate existing policies to ensure they support the goals of the business (*Examples: Are we effectively set up to meet RPOs and RTOs, and do we have the right retention rates in place?*). This phase exposes areas where Policies and processes can be modified to better ensure success, recoverability and IT business alignment.

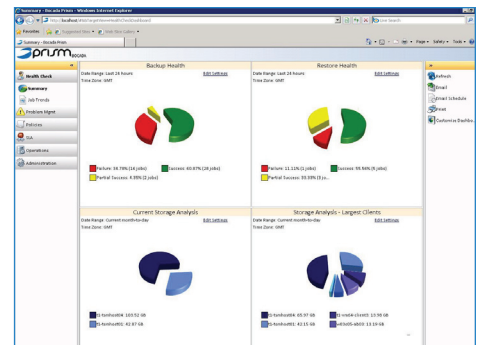


Figure 1 The Bocada Prism Health Check Dashboard provides immediate feedback on backup performance and allows users to quickly drill in on areas of concern for further investigation.

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SLA MANAGEMENT

Being able to deliver on SLAs is critical for operational excellence and customer satisfaction. In this phase users are encouraged to create a service catalog, accurately set services management SLAs and effectively measure adherence and success rates. Publishing reports promotes better communication results with customers thereby increasing satisfaction rates.

CHANGE MANAGEMENT

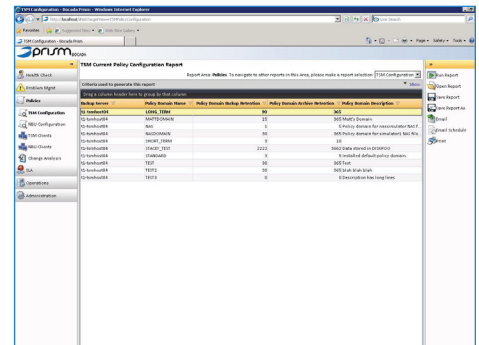
DPSM is a continuous process, and therefore tracking change in the data protection environment is critical for exposing areas of risk, identifying unprotected assets, planning capacity requirements and confidently passing compliance audits.

Key Benefits

OPERATIONAL EXCELLENCE

Standardizing on the processes developed in previous phases enables streamlined operations, reduced TCO, increased IT business contribution and increased overall customer satisfaction. Our customers realize these general ROI results:

- **Reduction in administrative task costs ~ 40%**
 - Eliminates need to build/run scripts.
 - Reduces time to identify/remedy problems.
 - Automates report publishing.
- **Reduction in capital costs ~30%**
 - Capacity requirements reduced through eliminating redundant jobs, modifying backup policies, better resource utilization (media).
- **Other ROI factors**
 - Reduced risk/costs of downtime.
 - Ability to chargeback for services.
 - Increased customer satisfaction/reduced attrition.



The screenshot displays a software interface with a table titled "Current Policy Configuration Report". The table has columns for "Policy Name", "Policy Details", "Policy Details", "Policy Details", and "Policy Details". The rows list various backup policies such as "Full Backup", "Incremental Backup", and "Differential Backup", along with their respective configurations and details.

Figure 2 Tracking policy changes and their impacts on backup performance is a critical process in the DPSM model.