IRON MOUNTAIN®

Data Restoration and Migration Services Questionnaire

REQUESTOR INFORMATION		
Customer Name:	**Date:**	
Completed By:	**Phone:**	
	Email:	
Project Owner (if not from above):		

BUSINESS INFORMATION - This information provides an understanding of timing and scoping requirements.	
Goals / Objectives (retire legacy environment, need for data to be restored, DR, Litigation) :	
Desired Start Date of the Project:	
Is there a country restriction? (must project stay in country or other data privacy issues?)	

Details on New Backup Strategy (for those retiring legacy environments):	
Planned new backup methodology/CSP	
Timeframe for cutover:	

Environment Information		

Backup Software & Version	Type	Version
	NetBackup	
	Backup Exc	
	Networker	
	ArcServe	
	CommVault	
	TSM	
	Other: Please list	

Number of Unique Environments for each Backup Software Used *(ex. 2 x Backup Exec 2012 Catalog Servers, 3 x NetBackup 7.6.1 Master Servers, 2 x TSM 5.5 Instances, etc.)*	
Operating System Version of Each Backup Software Environment *(ex. Windows 2008, Solaris 9, AIX 6.1, SUSE 11, etc.)*	
Backup Software Catalogs - *Are full, native backup software catalogs available for all tapes?*	
Tape Types & Approximate Quantity of Each Type (100 LTO5's. etc.)	
Encryption – *If tapes or data are encrypted, please be as specific as possible with encryption type and version used e.g. software, drive, device etc.*	
Platforms Supported within Backup Environment *(ex. Windows, Linux, Novell, etc.)*	
Backup Frequency *(ex. daily incremental, weekly, monthly full, etc.)*	
Average Number of Tapes per Backup Set? *Multiple backups or sessions can be written to a tape or set of tapes*	
Were Tapes Created with Multiplexing Enabled?	
Email Platform & Version *(ex. Exchange 2010, Lotus Notes 9, etc.) If Notes – is DAOS enabled?*	
Email Backups: *Agent-based or Brick Level?*	

Is a Mapping of Where Each User's Email Mailbox is Located Available? *(ex. Exchange mailbox mapping per server and/or EDB, etc.)*	
NDMP – *Are there any NDMP Backups? If yes, please provide the storage technology used (eg. Centera, NetApp, Isilon, etc.) plus model and capacity of filer(s), if known.*	
Database Agents – *Are there any database agent specific backups (ex. NetBackup for SQL, TSM for Oracle, etc.)?* **If yes, please specify by database.**	
If Oracle RMAN from above, direct to tape or to disk then to tape?	
How often does a request arise to restore data from these legacy tapes? *(ex. 1 per month, 3 per year, etc.)*	
Average Number of Tapes Needed for each Restore Request?	
Where are the Tape Currently Located? *(ex. Onsite, 3rd party vendor, etc.)*	
What is the Retention period and how is it managed?	
Is there comingled data from an entity that needs to be extracted, deleted, or returned? (Divestiture?)	

Project Related	
Data of interest for migration, litigation, etc. (email, files)?	
Number of tapes and backup sets?	
Date Range of Request:	
Number of Custodians (full details to be provided at kickoff)	
File Server: User Shares, Group shares, Databases, other?	
Email:	
Keyword searching or deduplication?	
Size of data set	
Deliverable format (all, single instance .pst)	

On Prem Equipment	
Please list current on equipment	

Data flow Diagram	
Please include data flow goal or current	

Iron Mountain	
Relationship Manager	
Date	