



## Service Announcement

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October 29, 2014

**TO:** CTS Server Backup Customers

**FROM:** Kay Metsker, Manager  
Server Backup Service

**SUBJECT:** Backup Product Replacement

This service announcement provides initial notification that Consolidated Technology Services (CTS) will implement a replacement product to deliver our Server Backup service. The replacement product is EMC Avamar. It is a disk-based scalable deduplication backup software optimized for virtual environments, network-attached storage (NAS), enterprise applications, and remote offices. The Avamar product will also provide CTS an efficient way to replicate backup data to a remote site in Eastern Washington and eliminate the need for physical tapes.

### What Does this Mean?

Customers will begin using the Avamar product and CTS will decommission the existing product, Tivoli Storage Manager (TSM) by **April 30, 2015**.

- All TSM data must be expired and / or deleted prior to April 30, 2015

### What's Next?

**CTS will hold informational events for customers in December 2014. Dates will be provided by November 17, 2014.**

#### **General Overview Events (2 sessions)**

*Topics include:*

- *Avamar Product Overview*
- *Customer Cut-Over Process Overview*
- *Tentative Customer Cut-Over Schedule*
- *Customer Readiness Guide Review*

#### **Technical Overview Events (2 sessions)**

*Topics Includes:*

- *Avamar Available Feature Overview*
- *Comparison Between TSM and Avamar*
- *Avamar Best Practices*

**An Agency Shared Knowledge (ASK) Collaboration site will be established for customers and will include:**

- Frequently Asked Questions
- Customer Readiness Guide
- Project status information
- Avamar product information

**CTS will coordinate with individual agencies between December 2014 and January 2015 to:**

- Prepare for migrations
- Schedule required tasks
- Schedule cutover

Additional information regarding this announcement, specific dates, and impacts to CTS Server Backup customers will continue to be provided throughout the duration of the project. Next communication will be November 17, 2014.

For questions or comments, please email the [CTS Service Desk](#) or call 360-753-2454 or 888-241-7597.