

## Galaxy Chosen for Data Protection on HRDC Enterprise Network Service Renewal Project (ENSR)

### QUICK FACTS

#### Industry/Solution:

- Federal Government

#### Platform/File System:

- Microsoft Windows 2000
- Compaq SAN

#### Applications:

- Microsoft Exchange 2000
- Microsoft SQL Server 2000
- NetIQ

#### Challenges:

- HRDC needed to upgrade approximately 30,000 users to a new e-mail and networking system as support for their legacy systems was being discontinued.
- Newer, more powerful technology was needed in order to support the growing number of on-line services government departments are required to support.
- Disaster recovery and standardization of the data protection process were key concerns.

#### Solution:

- CommVault Galaxy Backup & Recovery

#### Benefits:

- Application integration
- Delegation of administrative authority
- Seamless SAN Support
- Unmatched compatibility with Microsoft products
- Policy based management

#### Overview

A Department of the Canadian Federal Government needed to upgrade approximately 30,000 employees to a new email and networking system. The upgrade involved the consolidation of hundreds of local networks onto thirteen SAN-attached "Solution Centers" implemented at regional offices. The new, distributed network utilizes Compaq StorageWorks™ technology, Microsoft Windows 2000 Advanced Server Cluster technology, and Net IQ System Management technology. CommVault Galaxy was selected for data protection and business continuance of the new systems.

Says Murray Jaques, director, ENSR Project, Human Resources Development Canada, "The inclusion of CommVault Galaxy into our Enterprise Network Service Renewal (ENSR) project not only delivers data protection for our new Compaq SAN Solution Centers but provides the framework HRDC needed to manage all open system data on an enterprise level."

#### Background

Human Resources Development Canada, administers numerous employment and security acts such as the Employment Insurance Act, the Pension Plan, the Old Age Security Act and others, with the objective of enhancing employment, encouraging equality and promoting social security.

HRDC delivers its services through channels ranging from walk-in services to automated telephone systems and self-serve kiosks. To provide these services, approximately 30,000 HRDC users access a network infrastructure offering capabilities such as file/print, calendaring, messaging, directory services, and security.

Support for HRDC's legacy network/email system was being discontinued. Newer, more powerful technologies like SANs were needed to support a growing number

of on-line offerings. At HRDC, this meant overhauling the entire IT infrastructure. Coined "The Enterprise Network Services Renewal" project, HRDC's first step was creation of an RFP.

#### RFP and Bidders

The RFP and resulting contract provide HRDC with a five-year systems integration framework. The framework includes installation of a completely new IT infrastructure, including a new Network Operating System, implementation of an e-mail system based on Exchange™, installation of the supporting servers and SANs, along with the human resources and training necessary to implement the new system and transition users. The RFP stipulated the bidder provide a backup solution, including all required hardware and software components needed to protect HRDC file and message stores from any loss.

CommVault Galaxy fully supports environments utilizing both UNIX and Microsoft products. Galaxy was attractive to ENSR bidders because of the application integration it offers users of Microsoft Exchange and Active Directory. A particularly compelling benefit was Galaxy's ability to support delegation of administrative authority. Galaxy offered HRDC the ability to manage data flexibly at either the local, regional, or centralized level, depending on the resources and talent available at those levels, as well as on political decisions that had yet to be finalized. Seamless support for SAN and NAS were yet another factor making Galaxy attractive to bidders.

Four major system integration firms responded to the RFP:

- CSC
- EDS
- Unisys
- IBM

Three of the four bidders adopted CommVault Galaxy as the data management component of their proposals. Bob Tuttle, Microsoft's Director of Federal Regions comments, "My team recommended CommVault to bid teams looking for a product to back up Exchange and Windows2000 advanced server. Galaxy provides unmatched compatibility with Microsoft products, and offers the flexibility of delegation authority the RFP specified."

Computer Sciences Corporation, proposing a solution that included Microsoft Technology Compaq Hardware, NET IQ System Management and CommVault Galaxy data protection, ultimately landed a contract valued at approximately \$96M (\$60.3 million U.S.D.) over five years. Daniel B. McCabe, Client Executive at Computer Sciences Canada Inc. says, "CommVault provided us the ability to offer HRDC an enterprise business continuance solution that integrates data assets among business disciplines and applications."

### Implementation

HRDC's new architecture consolidates hundreds of small networks into thirteen physical sites. Each SAN is referred to as a solution center. Each of the 13 physical sites contains either 1, 2 or 5 solution centers. Each solution center consists of three physical Compaq servers, approximately 2 terabytes of fiber-attached Compaq storage, a SAN switch, and a Compaq TL891 library module outfitted with DLT8000 drives. Most of the libraries are equipped with 10 DLT drives. From a software perspective, each

solution center consists of two virtual servers running Exchange and two virtual servers for file and print data. HRDC users are connected to these sites via LAN or WAN.

### The Heavy Lifting

In terms of performing the hardware upgrade, twenty-five complete Compaq SANs were assembled and configured in a Compaq facility in Hull, Quebec. Each was equipped with Windows 2000 Advanced Server, CommVault Galaxy and Net IQ. Approximately six man-months were required to configure the 25 systems and pre-load all the software. HRDC staff then performed acceptance testing on each solution center. After each system passed testing, its baseline configuration was backed up using CommVault Galaxy. Finally, each system was repackaged and shipped to its designated location.

The next phase is to take individual groups of HRDC users and migrate their mail from Banyan's BeyondMail to Exchange 2000. User data files will be migrated from VINES to W2K. Once the migration methodology is confirmed (no disruptions in service, users trained, administrators trained, etc.) the team will move from one HRDC location to the next and repeat the process. CommVault is committed to training at least 50 administrators on Galaxy. This will also include defining backup policies for ENSR and other applications adopted by HRDC.

### Policy-Based

In an organization with the size and scope of HRDC, disaster recovery is not a theoretical exercise outlined on paper. "It's a fact of

life", according to Jim Kelly, ENSR Project Manager. "Galaxy's Policy-Based management will allow us to standardize our entire data protection process. In our new environment we anticipate our approach will be to have every region execute the same policy with the same data life cycle management. This allows us to standardize on a single disaster recovery process that specifies exactly when, where and how long service levels are affected by an outage. We will then be in a position to practice it and continuously improve upon it because the one process is identical across all geographies. This ability will eliminate surprises in the recovery procedure and will greatly reduce stress levels associated with such events."

### Futures

Canada recently announced its Government On-Line (GOL) initiative which calls for Canadians to be able to access all government information and services online at the time and place of their choosing by the year 2004. The upgrades to the IT infrastructure at HRDC will enable it to be one of the first federal departments to begin providing online services. For example, Canadians will soon be able to apply for Employment Insurance on-line, and employers will be able to complete a Record of Employment on-line, tasks which previously required a visit to an HRDC office. Ensuring the availability and continuance of the information Human Resources Development Canada uses to serve its clients is now entrusted to CommVault Galaxy.

[www.commvault.com](http://www.commvault.com) | 888.746.3849 | E-mail: [info@commvault.com](mailto:info@commvault.com)

CommVault Worldwide Headquarters • 2 Crescent Place • Oceanport, NJ 07757 • 732-870-4000 • Fax: 732-870-4525  
Regional Offices: United States • Europe • Middle East & Africa • Asia-Pacific • Mexico & Latin America • Canada • India • Oceania

