



**TMS**

**OFFSITE DATA STORAGE**

# **Tape Management Services**

## **Customer Operations Manual**



# Customer Operations Manual – Version History

## **1.0 – Created 14<sup>th</sup> November 2001**

1.1 – Reviewed 22<sup>nd</sup> November 2002

1.2 – Reviewed 22<sup>nd</sup> February 2003

1.3 – Reviewed 9<sup>th</sup> May 2004

1.4 – Reviewed 5<sup>th</sup> December 2005

## **2.0 – Revised 1<sup>st</sup> November 2006**

Details:

- Overall formatting revised and updated;

## **3.0 – Revised 7<sup>th</sup> November 2008**

Details:

- Clarified when media retrieval password is requested by TMS staff
- Amended escalation phone number;
- Added shredding to tape destruction process

## **4.0 – Revised 28 June 2011**

Details:

- Updated link to TapeTrack Lite documentation

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# 1.0 Introduction

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## 1.1 Introducing Tape Management Services

Your company's data is its most important asset.

Tape Management Services (TMS) provides comprehensive tape-related services and offsite storage solutions to the Australian IT market.

We are fully committed to the secure offsite storage of our customer's critical corporate and systems data backups.

Fraud, theft, fire, flood or system crashes can cripple your organisation. Simple strategies, such as cycling offsite copies of your daily backups between your data centre and a TMS secure offsite vault, can be extremely effective in reducing risks and minimising downtime.

Automation is in place in many IT sites. However, many system administrators, data centre managers or network managers struggle with the manual and labour intensive processes in the tape library.

TMS are IT professionals who are totally focused on automation, work-flow efficiency of tape libraries and the security and storage of magnetic media. We understand the importance of your company's computer backups.

## 1.2 Purpose of this manual

This manual is supplied by TMS to our offsite storage customers. Our customers should use this manual to assist in their day to day communication with TMS.

In particular, customers should use this manual to assist them in:

- Requesting computer media stored at the TMS vault;
- Seeking technical support for the TapeTrack software,
- Ordering new media;
- Contacting TMS to extend existing services or start additional ones;
- Providing feedback to TMS regarding the offsite storage or software services provided.

## 2.0 How to Contact TMS

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### 2.1 Media Retrieval

Requests for the retrieval of computer media from a TMS vault should be made as follows:

TapeTrack software  
Phone – 1300 303 587 or;  
Email – [info@tape.com.au](mailto:info@tape.com.au)

**N.B. All urgent/same day requests via email or TapeTrack must be followed up by a phone call to confirm your request.**

### 2.2 TapeTrack Software

Login to the TapeTrack software and request the specific volumes you require.

For full instructions, see Section 4.5

**N.B. All urgent/same day requests via TapeTrack must be followed up by a phone call to confirm your request.**

### 2.3 Telephone

The TMS operator who answers your call will request the following information from you:

- Company name;
- Your name and contact number;
- Details of the media you require, including media type and barcode reference;
- When you require delivery;
- Where we will be delivering to;
- Your media retrieval password (if you have not used TapeTrack)

## 2.4

### Email

Please email us, using your company email template, with the following information:

- Company name;
- Your name and contact number;
- Details of the media you require, including media type and barcode reference;
- When you require delivery;
- Where we will be delivering to;
- Your media retrieval password (if you have not used TapeTrack)

**N.B. All urgent/same day requests via email must be followed up by a phone call to confirm your request.**

## 2.5

### Disaster Scenario - Escalation Procedures

In the event of an emergency, should the above procedures fail, please contact TMS directly on the following numbers:

- 0418 218 171;
- 02 9741 3700;
- 02 9214 1254;
- 0418 218 209;
- 02 9746 5300.
- 0417 218 209;
- 02 9579 2416.

## 2.6

### General Contacts

Phone: 1300 303 587

Fax: 02 9741 3777

Email: [info@tape.com.au](mailto:info@tape.com.au)

[www.tape.com.au](http://www.tape.com.au)

Our postal address is:

PO Box 4204

Homebush

NSW 2140

## 2.7

### TMS Coverage and Sales

Tape Management Services provide offsite data storage services in:

Sydney, Canberra, Melbourne, Adelaide, Perth, Darwin and Brisbane.

Talk to us about our comprehensive coverage throughout regional Australia and our international contacts via Bare Metal Data Group [www.baremetaldata.com](http://www.baremetaldata.com) and PRISM International [www.prismintl.org](http://www.prismintl.org)

Our sales team can be contacted on the numbers and email address outlined above.

## 2.8

### TapeTrack Software Support

Follow the steps detailed previously in Section 2.0 of this manual to contact phone support. After hours, the TMS number will divert to a paging service and you should advise the operator that you wish to leave a message on the **Operations** paging service.

## 3.0 Authorised Signatories

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### 3.1 General

When the offsite storage service was established between TMS and your company, key staff were assigned to have control of your offsite media. These staff were identified and agreed to by TMS and your company. Details of these staff and authority levels can be found on the Exhibit 1 – Customer Instructions document, supplied at the inception of your service.

Three levels of authority were established.

### 3.2 Sign Only Authority

These staff meet the TMS driver at your premises and exchange the offsite media. During this process, they will be required to sign the Collection Docket or TapeTrack log file.

**Sign Only staff are not authorised to request media returns.**

### 3.3 Request Authority

These staff are authorised to sign for media deliveries (see Section 3.2). In addition, they are authorised to request retrieval of media from the TMS vault at anytime, using the procedures in this manual.

**Request staff are not authorised to make changes to the Exhibit 1 – Customer Instructions form, which includes the authorised signatory list.**

### 3.4 Master Authority

These staff are authorised to sign for media deliveries and request retrieval of media (see Section 3.2 and 3.3). In addition, they are authorised to determine which staff members are to be included on the signatory lists to sign for and/or request media.

**Master Authorities are the only staff authorised to make changes to the Exhibit 1 – Customer Instructions form.**

### 3.5 Making Amendments to Authorised Signatories

Changes to the authorised signatory lists can be made at anytime, by a Master Authority. To do this, please contact TMS by email or phone (see Section 2.1) and ask for Customer Service to request a copy of the current Exhibit 1. Once this has been amended by a Master Authority, it should be returned to TMS via fax or email, and our records will be updated.

**N.B. To further ensure the security of your media, it is essential that TMS is kept up to date with staff changes, as they happen.**

## 4.0 Customer Responsibility

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### 4.1 Frequency and pick up times

The frequency and time of the offsite storage pick up are agreed during the implementation process. This information is documented on the Exhibit 1 – Customer Instructions document. Customers should ensure that their media is ready to be collected at the scheduled time, in order to avoid incurring fees for waiting time.

### 4.2 Transportation boxes and satchels

These are provided by TMS for the secure transportation of our customer's media. After successful completion of your offsite backups, file the media in the TMS satchel or box in preparation for the TMS scheduled pick up.

### 4.3 TMS Drivers

Customers should use the following information to ensure that they can be confident they are handing their media to a TMS employee:

- Our drivers do not wear a uniform, they are dressed in standard business attire;
- All drivers carry a TMS photo ID badge, which they will produce on request;
- All new drivers, on their 3-month probationary period, carry a numbered TMS ID badge;
- The names and photos of all current TMS drivers are displayed on a link from our webpage. Any Master Authority can request directions to this link by contacting our office;
- Furthermore, if you are in any doubt as to the authenticity of a TMS driver, please do not hesitate to contact the office.

### 4.4 Recordkeeping

It is preferable that an electronic Audit Trail is created of all tape movements to TMS. Processing the tapes through TapeTrack Lite will accommodate this.

If a PC is not available, Collection Docket books are available as a paper alternative.

## 4.5

### TapeTrack Lite – Quick Reference Guide

- Open TapeTrack Lite;
- Select “Send Media Offsite” – Click Next;
- Confirm Log File location is correct – Click Next;
- Log on to the TapeTrack server using your ID and password;
- If you wish to specify a return date for the media you are sending offsite, select the check box. **N.B. This process will not override any Simple Management rules in place.** If the media is under Simple Management, there is no need to check the box. All dates for media sent offsite will be set automatically – Click Next;
- Scan all media you wish to send offsite. If you are not using a barcode scanner, type the entire barcode into the scan window, starting with the customer number – Press Enter;
- Click the X or press the Escape key to get out of scan mode;
- View the media in the Scan and Modify window. If all looks ok – Click Next;
- Click on Print Log file (The driver will require a copy of this document);
- Click Finish.

Detailed TapeTrack Lite instructions:

<http://doco.tapetrack.com/lite/>

## 4.6

### Collection Dockets

When TapeTrack Lite cannot be used for record keeping, the Collection Docket is completed by the customer to document details of the media that is being collected by TMS. The duplicate copy serves as a record for the customer.

To ensure an accurate record, the following information is required:

- **Customer Details** – Your company name and address;
  - **Customer Number** – Allocated by TMS, see Exhibit 1;
  - **Pick Up Date**
  - **Pick Up Time** – To be completed by our Driver;
  - **Return Date** – Advise TMS when you require this media to be returned. This date will apply to all media on the form;
  - **Special Instructions** – Any additional information relevant to the media collection or storage;
  - **Media Type/Barcode Number** – TMS will barcode your media using the following format: (CUST)(MT)000000  
(CUST) is your customer number, see Exhibit 1;  
(MT) is the Media Type; and  
000000 is the barcode number.  
In this section it is only necessary to write the MT and barcode number.
  - **File Seal Number** – If applicable, enter the security seal number used to seal the TMS box or satchel;
  - **Customer Item Description** – Your tape name (Volser, Tape Number or Tape Name);
  - **Return Date** – Specific return date for individual media items. Enter SM if your media is under Simple Management control;
  - **Customer Signature** – Signature of authorised person, see Exhibit 1.
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## 5.0 Services

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### 5.1 Media Sales

Competitive quotes on a wide range of media products can be provided for all brands including: Imation, HP and Sony.

Purchasing media through TMS has the added advantage of no delivery fees, as new tapes are delivered with our regular delivery runs.

TMS also supplies specialised barcodes, suitable for robotic reading, to our customers' specifications.

### 5.2 Media Destruction

TMS' policy is to recommend shredding of tapes and incineration of hard disks only. In our opinion, the other methods available for media destruction do not absolutely guarantee that the media is fully destroyed.

TMS can arrange quotes for your obsolete tapes, computer discs, hard drives, paper or plastic folders to be shredded or incinerated at 1100°C, which guarantees total destruction.

A tape destruction certificate is produced after the media is destroyed, for your records.

### 5.3 Tape Audits

Only TMS can provide tape audits where the results are fully integrated from the customer's tape management software to the third party offsite storage provider.

TMS' proven results encompass:

- Midrange and mainframe tape management software reviews;
- Tape library procedural and work flow reviews;
- Tape automation;
- Elimination of tape handling errors;
- Tape management software (databases);
- Barcode tracking software.

### 5.4 Media Cycling

TMS specialise in "cycling" security backups. Every TMS customer has a cycling program, tailored to their unique requirements. From pickup time and facility used, to individually filed tapes, satchels or box transactions, TMS' systems are adapted to the needs of our customers.

## 5.5

### **Software**

TMS's software solutions help our customers manage and track their onsite and offsite media. From 1 to over 1,000,000 tapes, TMS has a solution, which will provide 100% accuracy for your media tracking.

TMS uses TapeTrack to enable our customers to physically track their media. TapeTrack ensures that media is in the correct location onsite, offsite, at a third party location or even at another data centre. TapeTrack supports barcode scanning, interfaces into our customers host-based tape management system and provides a real-time link into offsite storage vendors.

## 5.6

### **Feedback**

TMS values the opinion of our customers. Do not hesitate to contact us at anytime to discuss your scheduled deliveries, if you have a query regarding your tape management process or to provide us with valuable feedback on any aspect of our services.

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