KSU Information Technology Services - Decision Memo
February 8, 2017

Automated End-point data back-up

Background:
On August 1, 2014, Information Technology Services (ITS) entered into a 3-year $87,000 contract with CrashPlan, a desktop tool that is used to backup and restore lost files.

Issue:
Since the beginning of the contract on Aug. 1, 2014, there has been a low participation in use of the tool. We currently have less than 250 users signed up for the service and less than 80 actively using CrashPlan. We have also experienced difficulties with the CrashPlan reports and have been unable to receive accurate billing information. With the low participation in CrashPlan, we no longer find it feasible to include this product in the ITS budget.

Assumptions:
- Back-up of data is a best practice that we still want to encourage and support.

Key Stakeholders:
- KSU faculty/staff using Crashplan
- Sysadmins

Alternate solutions:
- At this time, there are no plans to replace CrashPlan with a similar product. We encourage all departments to continue to secure and backup their data.
- Departments may purchase Crashplan on an as needed basis directly from the vendor.

Decision:
- Due to the lack of use, current budget constraints, and accounting difficulties, we have decided to let the contract expire. The contract with CrashPlan ends on July 31, 2017, and will not be renewed.