

Capitola City Council

Agenda Report



Meeting: July 28, 2022

From: City Manager Department

Subject: Consider a Computer Data Backup and Disaster Recovery Agreement

Recommended Action: Authorize the City Manager to enter a managed services agreement with Exceedio to implement and manage a data backup, business continuity, and disaster recovery system for the City of Capitola.

Background: The City of Capitola and Exceedio have begun the upgrade of the computer network infrastructure as was approved by the City Council at the March 24, 2022, meeting.

Although the City has migrated much of its applications and data to the cloud, there is still a need for large amounts of data storage on City servers. This amount of data, primarily due to video, has increased significantly over the past few years.

For the onsite data to remain secure, data backups and disaster recovery systems need to be part of the solution.

Discussion: The City has an existing backup and recovery system. This system was first implemented in 2014 and it has been upgraded multiple times over the past five years; however now the system is well beyond its expected life and cannot be upgraded to meet the current or future needs of the City. The current backup and recovery system replicates data to another City facility and replicates a small subset of information to the cloud, but all the data is not replicated offsite for disaster recovery.

The current backup system originally cost \$20,000 in 2014. The City has invested more than \$25,000 in additional hardware and software over the past five years to make sure the system was able to meet the City's data requirements. Currently the licensing for the backup system and minimal cloud storage is approximately \$7,000 per year.

After looking at several solutions, Exceedio staff has recommended Datto for the City's current and future needs regarding data backup and disaster recovery. Datto is a well-established backup, business continuity, and disaster recovery firm. The company has been in business for fifteen years focusing on this market. Exceedio would implement and manage the system consistent with best practices.

The proposed system is scaled to the needs of the City and will include on-site data backup hardware that will be replicated to a secure site on the cloud for disaster recovery purposes.

The monthly cost for the Datto is approximately \$3,000. The agreement has a three-year term. If the City wishes to end the agreement for convenience prior to the end of the three-year term, the remaining portion of the agreement must still be paid.

Fiscal Impact: The Fiscal Year 2022-23 cost is \$33,000, which was included in the Information Technology- Internal Services fund adopted budget.

Attachments:

1. Exceedio Managed Backup Services Agreement

Report Prepared By: Larry Laurent, Assistant to the City Manager

Reviewed By: Chloé Woodmansee, City Clerk; Jim Malberg, Finance Director; Samantha Zutler, City Attorney

Approved By: Jamie Goldstein, City Manager