Implementation and Planning Guide

Let me start this section by saying nobody ever knows how complex their existing tape management processes are until they start implementing TapeTrack.

There are many factors that result in this realization, but above all, is the fact that prior to the TapeTrack implementation, the majority of management processes are manual, and unmanaged, and have been created with no consideration of ever formalizing the process.

Inevitably, the five biggest challenges that any TapeTrack user has to overcome are:

1. The lack of understanding of existing processes.
2. Existing processes that are unnecessarily complex and based on unsound logic.
3. Implementing software that will warn of mistakes that previously went unnoticed.
4. Not realizing that Tape Management is an ongoing process and using TapeTrack inconsistently.
5. The design of TapeTrack, which shows tapes in all locations, not just one.



Understanding each of these challenges in detail is a good investment in the future success of your TapeTrack deployment.

Implementation Phases

When implementing TapeTrack, it is important to take into account how the product will be implemented, and who this implementation will affect.

The following implementation phases are based upon the knowledge we have gained over the past 20 years as we have implemented TapeTrack. It goes without saying that this knowledge is based almost exclusively on mistakes that have been made in previous implementations.

While it is completely up to you how you implement TapeTrack, these suggested phases are what we would recommend as best practice for implementing the product.

Identifying Stakeholders

When implementing TapeTrack, it is important to first identify those who have an interest in the tape management process as these people may be required to cooperate with the implementation, provide some assistance, or sign off on the implementation.

Business Data Owners

It is rare for the business data owners to show an interest in the implementation of TapeTrack. Depending on the arrangements that are in place, the data owners may be needed to fund the

implementation, or sign off on any changes that arise as a result from the implementation, but in general involving the data owners in the implementation is generally done only as a courtesy.

Operations

Operations staff will almost always be key participants in the TapeTrack implementation and day-to-day usage. These staff will be involved in:

- Entering and removing tapes from robotic libraries.
- Slotting tapes in racking systems.
- Scratch tape management.
- Scanning tapes in and out of the system.
- Working with third-parties such as offsite vendors to transfer custody of each tape.
- Actioning any alerts issued by TapeTrack.

Backup Administrators

When integrating TapeTrack with backup software and robotic tape library equipment the cooperation and assistance of the backup administrators is usually necessary. Backup Administrators will be responsible for:

- Ensuring tape management processes align with backup requirements.
- Installing TapeTrack software.
- Setting up backup software and library integration.

Auditors

Auditors are often involved in setting the high-level requirements for a TapeTrack implementation and for later validating the efficacy of the implementation, but it is rare for auditors to be involved during the planning for, or implementation of TapeTrack.

Identifying Tape Management Objectives

When implementing TapeTrack, each company have their own objectives. It is however important that these objectives be identified before any other activities begin.

At a high level, our suggested objectives are:

- To create a completed inventory record of every tape asset owned by the enterprise.
- To create a consistent tape management process across the enterprise, or where that is not appropriate, a common framework to formalize the different management processes that might exist in each region.
- To create a chain-of-custody record of each activity related to each and every tape.
- To automate as many tape management processes as possible by leveraging the features of TapeTrack, and by integrating with third-party software products and library hardware.
- To better organize tape libraries that are in racks and shelving units.

- To implement reporting processes to comply with regulatory requirements.

Obtaining Consensus

It is rare for all backup stakeholders to be all behind the implementation of TapeTrack. Sometimes the drive to implement the product comes from Operations, and other times it comes from the backup administrators. While it might not be possible to gain a complete agreement from all interested parties regarding how TapeTrack is implemented, it is important that all interested parties come to some sort of understanding about what will be implemented.

Examples of the kind of disagreements that might arise are:

- The level of integration and automation that is implemented.
- Who is responsible for supporting TapeTrack.
- -What level of alerting is enabled within TapeTrack.



Create a document that outlines what you will setup and deploy TapeTrack, ensure each stake-holder receives a copy, and ask for feedback before moving towards implementation.

Mapping the Existing Environment

It is rare for any enterprise that is implementing TapeTrack to start with a complete understanding of the existing tape management requirements and processes.

Before starting a TapeTrack implementation it should map out the following:

1. Which sites are using tape and require tracking from TapeTrack.
2. How tapes are currently being managed at each site that uses tapes.
3. What backup software is being used in each environment that uses tapes.
4. Who is responsible for tape management in each location.
5. Are there any third-parties handling the tapes, such as offsite vendors or outsourced tape operations.



Consider drawing a map of your current tape environment in Video or Google Draw so that you can better visualize your tape management topography and workflow.

Identifying Key Staff

Identifying key staff who will be responsible for the implementation and day-to-day operation of TapeTrack is critical.

These key staff may include those who are directly responsible for implementing and using the

product, but they may also be staff who have no direct involvement with TapeTrack.

Creating a Project Plan

It is recommended that a formal project plan be created for the implementation.



GazillaByte can provide a template implementation plan upon request.

Planning for Objections

It is inevitable that you will receive some level of push-back from one or more employees when TapeTrack is deployed.

These objections can include:

1. Why did we have to change from our old system?
2. Why is maintaining the old system no longer part of my duties?
3. I did not attend the training and I don't know how the system works.
4. The system is not the same as our old system.
5. Why am I getting messages notifying me that I have made a mistake?
6. Scanning tapes in and out is too time consuming.
7. There are discrepancies between what the offsite vendor's system has and TapeTrack.

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
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Last update: **2025/01/21 22:07**