



2014-12-05

No. IST-02

Title: Dawson IT Backup Policy

CLASSIFICATION: INFORMATION SYSTEMS & TECHNOLOGY
ADOPTED: (V1.1) March 12, 2014
AMENDED: (V1.2) April 08, 2014

Goal

The goal of this policy is to ensure timely restoration of information in the event of accidental deletion, corruption, system failure, or disaster.

Scope

This policy applies to information stored on servers operated by Information Systems and Technology (IST). In particular the following are being backed up.

- Documents on network drives (H:, S:, R:), with the exception of the H: drive for the Visual Arts (Mac).
- Emails
- Moodle courses and documents
- SharePoint documents and settings
- Other databases related to reports, web, etc.

In the case of servers operated by third-parties, IST will ensure they also adhere to best practices and meet the College needs.

Office computers, laptops and other devices are not subject to backup. Individuals may perform their own backups as long as they do not compromise the College requirements for confidentiality and retention of information.

Backups are not intended to serve as archival copies of data or to meet the College's retention requirements.

Strategy

The various schedules of the backups are documented on the IST wiki pages. Incremental and full backups are used to ensure that information can be restored with no more than one working day worth of data missing. For more volatile information, typically that of a database, additional redundancy measures are put in place.

Virtual tapes (i.e. disks) are used for improved performance. The disks are located in the secondary server room, in a different wing, to further improve safety in case of disaster.

Virtual tapes are written to tapes on a quarterly basis, rotated and stored in a fire proof safe.

Recovery

Whenever possible we configure systems to allow users to perform their own recovery without resorting to backups. For example, Windows 'Restore Previous Versions' of files are enabled, as well as Outlook 'Recover Deleted Items'.

To resort to backups, users make their requests to the Helpdesk ; such requests are usually resolved within one working day.

Testing

The Director of IST ensures that backups and recovery tests are being performed annually.