

Information Technology Data and System Backup Standards and Procedures

Office: Information Technology
Procedure Contact: Chief Information Officer

Revision History

Revision Number:	Change:	Date:
1.0	Initial version	2/06/2012
1.1	Format changes	03/24/2014

A. Purpose

This procedure defines the backup practices for the Information Technology Department of Southern Oregon University. This procedure typically, but not exclusively, applies to servers and networked storage. This procedure does not apply to non-SOU hosted servers, services, or systems.

B. Definitions

Backup: The saving of files onto magnetic tape or other offline mass storage media for the purpose of preventing loss of data in the event of equipment failure or destruction.

Archive: The saving of old or unused files onto magnetic tape or other offline mass storage media for the purpose of releasing on-line storage room.

Restore: The process of bringing off line storage data back from the offline media and putting it on an online storage system such as a file server.

C. Procedure

1. Responsibility and Scope

The Department of Information Technology is responsible for the backup of data held in central systems and related databases. The responsibility for backing up data held on the workstations of individuals, regardless of whether they are owned privately or by the college, falls entirely to the user. Campus users should consult their Computing Coordinator or the Help Desk about securing locally stored data.

The Chief Information Officer shall delegate a member (or members) of the IT Department to perform regular backups. The delegated person shall develop a procedure for testing backups and test the ability to restore data from backups on a monthly basis.

2. Requirements and Scope

All IT managed servers and storage, such as networked attached storage devices, are required to be backed up.

Data to be backed up includes the following information:

- User created data
- Databases (system and user)
- Application and Operating System Files
- System state data
- Registry (Windows systems)
- Etc directory (Linux systems)
- Active Directory

3. Exclusions

Machines may be excluded from this requirement under the following circumstances:

- The machine configuration is stored in a configuration management application(e.g. Puppet) and there is no user created data present nor will any be generated under normal use.
- Turn-key servers maintained by the respective vendor.
- Servers designated as test systems.

4. Schedule

A full backup is performed during the first week of every month. Incremental backups are performed daily. A full synthetic backup is duplicated to removable media during the second and last week of every month.

Operating system files and application files that are not user created may be backed up on weekly basis as long as installation media is available.

5. Retention

Full backups are retained for a minimum of one month.

Incremental backups are retained for one week or until the next full backup has been made.

The first synthetic backup set of every month is retained for one year.

6. Restoration

Users that need files restored must submit a request to their Computing Coordinator or Help Desk. Required information include: the name of the file, creation date, the last time it was changed, and the date and time it was deleted or destroyed.

Requests for the restoration of all or parts of campus databases shall be forwarded to the Network Services Manager or Chief Information Officer.

7. Storage

Monthly full backups are stored off-site. Bi-weekly full backups written to tape will be stored in the Hannon Library machine room.

8. Testing

The ability to restore data from backups shall be tested periodically.

This procedure may be revised at any time without notice. All revisions supersede prior procedures and are effective immediately.

D. Associated Procedures or Other Information

Excluded Systems

- a. Impulse Point Safe Connect
- b. Net Equalizer