INFORMATION TECHNOLOGY BACKUP AND RESTORATION POLICY

Policy owner	RAMOTSHERE MOILOA LOCAL MUNICIPALITY
Date Approved	30 MAY 2016
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Purpose

It is the policy of the IT Department (ICT) to provide computer system backups to tape on a regular basis. The ICT Department is responsible for implementing this policy. This document outlines what the policy means, and what benefits and costs accrue.

1. Philosophy:

The backup system is designed to recover from "catastrophic loss" meaning complete destruction of a machine, set of machines, or the entire site. It also covers dis hardware failure, where only part of a machine needs recovery. The purpose is disaster recovery as covering for user mistakes.

A side effect of the backup system is the ability, in many cases, to restore individual files or sets of files for individual users. Doing this takes some time, thus priorities must be considered. Users are urged to ensure that their actions will bring about the desired results before pressing that last keystroke.

2. Assumptions:

It is assumed that: The ICT Department, and thus total disk storage, will continue to expand at a rate similar to what has been taking place over the past year; the ICT Department will remain heterogeneous in computing equipment types, and that thee heterogeneity is likely to increase, with all platforms requiring support.

3. Scheduling:

A complete monthly backup set will be moved offsite at least once per month. A complete weekly backup set will be made at least once per week, mainly on Fridays for on-site storage. Incremental capability to restore those sets to more current status will be accomplished on approximately an every workday evening basis. Complete monthly backup sets will be retained for a minimum of one year. Incremental backups will generally be performed every day Monday to Incremental backups will generally be performed every day Monday to Thursday after hours. On occasion, particularly when a run fails, the ICT Department will perform one or more backups during workdays, but these will be done with a goal of minimizing impact on users while accomplishing the backup, and only when necessary.
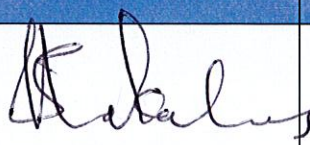
This schedule means that not all files will be recoverable at any given time. Machines can be restored to the status they were in on a given day at the time the backup was initiated. Any files created (versions of files modified) after one backup, ran then modified or deleted prior to the next run will not be restorable. Files not present at the time of monthly backup will not be recoverable after the incremental tapes are recycled (generally a few months later) .

4. Restorations:

Machines requiring recovery from disk damage or other catastrophic loss will be restored as best possible at high priority. User file restorations will be handled as time permits.

5. Verification:

Once per week the backup system will be tested by restoring a single random file from a random machine from a random tape, and manually inspecting it for accurate restoral. Once per month a similar test will be made using an entire directory. These restoral test will be performed into temporary areas so that current "real" user copies of the files will not be overwritten. The form of manual inspected manually will vary with the type of file(s) restored. Text may be "diff'Éd or inspected manually. Binaries may be binary "diff"ed where the tape copy is still current, may be run in some cases, or may be dumped in hexadecimal format for manual comparison.

DESIGNATION	NAME	SIGNATURE	DATE
ACTING MUNICIPAL MANAGER	Mr Thompson Ihatalane		04/08/2016

COUNCIL RESOLUTION

COUNCIL RESOLUTION NUMBER	DATE
59/05/2016	30/05/2016