CAPE WINELANDS DISTRICT

MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

BACKUP POLICY

POLICY ADOPTED BY COUNCIL ON 25 APRIL 2012
AT ITEM C.14.3

POLICY AMENDED BY COUNCIL ON 24 APRIL 2014
AT ITEM C.14.1

1. INTRODUCTION

Computer information systems and electronic data are of great importance to the Cape Winelands District Municipality (CWDM). It is imperative that such systems and data are backed up on a regular basis to mitigate the risk of data loss and to ensure that organisational data can be recovered as and when required.

2. PURPOSE

2.1 To define the backup strategy for systems and data within the Cape Winelands District Municipality (CWDM).

2.2 To ensure that organisational data is adequately protected and can be recovered in the event of an equipment failure, intentional destruction of data, or a disaster.

3. SCOPE

This policy applies to all systems, equipment and data owned and operated by the Cape Winelands District Municipality (CWDM).

4. DEFINITIONS

4.1 **Backup:** The process of copying active files from an online hard disk drive to storage media for the purposes of restoring data to disk in the event of equipment failure, data corruption or data loss.

4.2 **Restore:** The process of retrieving offline data from storage media for the purposes of replacing data that was lost or corrupted.

5. TIMING

Full backups must be automated on a daily basis (Monday to Friday). Backup media will be rotated on a three-week cycle.

6. BACKUP CONTENT

Backup content includes, but is not limited to the following:

6.1 User data stored on personalized server directories.

6.2 System states of all identified servers.

6.3 Database files (SQL Server, Exchange Server).

6.4 Data stored on File Server.

6.5 Data stored on Payroll Server (VIP).

6.6 Data stored on Finance Server (SAMRAS).

7. RESPONSIBILITY

7.1 Division: Information and Communication Technology

The Manager: Information Technology shall delegate an ICT support official to perform regular backups. The delegated official will be responsible for testing backups and restores on a monthly basis. The delegated official will also ensure that storage media is sent off-site.

7.2 Employees

It is the responsibility of all Cape Winelands District Municipality (CWDM) network users to ensure that business-critical data on local PC and Laptop hard drives is transferred to the personalised storage location (Z: drive) on the File Server. In the event that a user is unable to do so, as in cases where the user is not connected to the Cape Winelands District Municipality (CWDM) network, the data must be transferred at the first available opportunity.

8. PROCEDURES

8.1 Full backups of all identified systems and data are to be performed daily from Monday to Friday.

8.2 Data must be backed up to a designated location (known to all ICT technical staff) on the Backup Server for emergency restoration. Data must also be backed up to storage media for off-site storage purposes.

8.3 SATA hard disk drives (3TB) should be used as the preferred storage media. Fifteen hard disk drives should be utilized for the three-week rotation. Storage media must be labeled as follows:

"Day" "Cycle Letter"

Where "Day" is the day that the backup is scheduled to run and "Cycle Letter" is indicative of each week in the backup cycle, i.e. A, B or C.

8.4 Data verification must be enabled for all backups to validate data integrity.

8.5 In the event that a backup fails, the delegated official should determine and address the cause of the failure, after which a test backup should be performed to confirm that the problem has been resolved.

8.6 Storage media must be sent off-site to the appointed service provider (Metrofile) on a daily basis.

8.7 A backup test is to be conducted on the 25th of each month for each identified system. Test backups should be verified and the backup status log should be exported to a designated location (known to all ICT technical staff) on the Backup Server for audit purposes.

8.8 A restoration test is to be conducted on the 25th of each month for each identified system upon completion of the backup test. Test restores should be verified and the restore status log should be exported to a designated location (known to all ICT technical staff) on the Backup Server for audit purposes.

8.9 A backup report should be generated by the delegated official at the end of each week for review by the Manager: Information Technology.

9. RESTORATION

Users that require files to be restored must submit a request to the ICT Service Desk by completing the ICT Data Restore Request Form (see attached).

10. AGE OF STORAGE MEDIA

Storage media should be replaced every three years, to be calculated from the date of service.

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DATA RESTORE REQUEST FORM

Request number	
Requested by	
Phone Number	
Department	
Division	
Name and location of file/folder to be restored	
Date that file/folder was last accessed	
Request date	
Requester’s signature	