

<b>Policy Name:</b>	Data Backup and Restore
<b>Originating/Responsible Department:</b>	Information Technology Services (ITS)
<b>Approval Authority:</b>	Chief Information Officer (CIO)
<b>Date of Original Policy:</b>	January 2010
<b>Last Updated:</b>	January 2015
<b>Mandatory Revision Date:</b>	January 2020
<b>Contact:</b>	Director, Operations and Infrastructure, ITS

**Policy:**

Data backup and restoration is a service provided by Information Technology Services (ITS) designed to provide data recovery capability that may result from system failures, catastrophic occurrences, or human error. This Policy outlines the terms under which data is backed up and restored.

**Purpose:**

The purpose of this Policy is to define the standards for the data backup and restoration performed at Carleton University by ITS.

**Scope:**

This Policy applies to all Carleton University students, faculty and staff and departments for whom ITS performs backups. The backup includes files, folders, disks, and email.

Not included in the backup system are individual desktop workstations (C-drives). Users with data that need to be backed up should move that data to a network drive or make alternate local backup arrangements; e.g. DVD.

The backup system is not an archiving system for storing information for indefinite periods of time.

**Procedure:**

- ITS uses an industry standard storage management product to automate the data backup process – a central server running nightly provides incremental, weekly, monthly, term, and annual backups
- In the event of a catastrophic occurrence; e.g., fire, earthquake; ITS will prioritize the restoration based on the nature and extent of the situation, and the importance of the individual systems to the continued operation of the University
- Files stored on a network server must be on the server for a minimum of 24 hours in order to be recoverable – files accidentally deleted, corrupted, or overwritten on network drives that have not made it into the backup cycle cannot be recovered
- Individual file restoration is a best effort service and can take from several hours to several days
- Instant recovery is not possible

- Problems may exist that are beyond ITS staff's ability to control – in some cases, files may not restore properly

**Compliance:**

Non-compliance with this Policy may result in disciplinary action.

**Contacts:**

Director, Operations and Infrastructure, ITS

**Links to related Policies:**

N/A