



## Server Backup Guideline

### Purpose

Data is one of Cornwall-Lebanon School District's most important assets. In order to protect this asset from loss or destruction, it is imperative that it be safely and securely captured, copied, and stored. The goal of this document is to outline a policy that governs how and when data residing on company servers will be backed up and stored for the purpose of providing restoration capability. In addition, it will address methods for requesting that backed up data be restored to individual systems.

### Scope

This policy refers to the backing up of data that resides on Cornwall-Lebanon School District's servers and virtual server environment.

This policy does not refer to backing up of data that resides on individual PC or notebook hard drives. Responsibility for backing up data on local desktop systems or laptops rests solely with the individual user. It is strongly encouraged that end users save their data to the appropriate server listed above in order for their data to be backed up regularly in accordance with this policy.

In addition, files that are left open at the time the backup procedure is initiated may not be backed up. End users are reminded to save and close all files, as well as all related applications, prior to the backup procedure window. It is the responsibility of server administrators to ensure that all new servers be added to this policy, and that this policy be applied to each new server's maintenance routine. Prior to deploying a new server, a full backup must be performed and the ability to perform a full restoration from that backup confirmed.

### Guideline Statements

Backups are conducted automatically using Symantec Backup Exec.

1. All backups are to be labeled.
2. All backups will take place between the hours of 9:00 PM and 5:00 AM. This timeframe has been selected to minimize the impact of server downtime on end users that may be caused by the need to take servers offline in order to perform the backup itself. If this backup schedule in some way interferes with a critical work process, then the affected user(s) is to notify the IT Department so that exceptions or alternative arrangements can be made.
3. Incremental backups (only files changed since the last backup) will be performed daily, Monday through Thursday where applicable.
4. A full backup will be performed each weekend.
5. All server backups performed will be noted in the server backup log immediately upon completion using Symantec Backup Exec.
6. If, for some reason, the backup cannot be completed, is missed, or crashes, then it must be completed by as soon as possible. The reason for non-completion of the originally scheduled backup must be noted. In addition, if a backup fails more than one day in a row, the technology coordinator must be notified.



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## Relevant Procedures

The ultimate goal of any backup process is to ensure that a restorable copy of data exists. If the data cannot be restored, then the process is useless. As a result, it's essential to regularly test one's ability to restore data from its storage media.

1. Backups must be tested at periodically throughout the school year to ensure that the data they contain can be completely restored.

Data will be restored from a backup if:

1. There is an intrusion or attack.
2. Files have been corrupted, deleted, or modified.
3. Information must be accessed that is located on an archived backup.

In the event a data restore is desired or required, the following policy will be adhered to:

1. The individual responsible for overseeing backup and restore procedures is the IT manager. If a user has a restore request, they can contact technology services by calling extension 1900, sending an email to [techsupport@clsd.k12.pa.us](mailto:techsupport@clsd.k12.pa.us), or filling out and submitting a request form located on the technology services portal.
2. In the event of unplanned downtime, attack, or disaster, consult Cornwall-Lebanon School District's Disaster Recovery Plan for full restoration procedures.
3. In the event of a local data loss due to human error, the end user affected must contact the IT Department and request a data restore. The end user must provide the following information:

Name.

Contact information.

Name of file(s) and/or folder(s) affected.

Last known location of files(s) and/or folder(s) affected.

Extent and nature of data loss.

Events leading to data loss, including last modified date and time (if known).

Urgency of restore.

4. If the data loss was due to user error or a lack of adherence to procedure, then the end user responsible may be required to participate in a tutorial on effective data backup practices.



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## **Non-Compliance**

Violations of this policy will be treated like other allegations of wrong doing at Cornwall-Lebanon School District. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for non-compliance may include, but are not limited to, one or more of the following:

1. Disciplinary action according to applicable Cornwall-Lebanon School District policies;
2. Termination of employment; and/or
3. Legal action according to applicable laws and contractual agreements.