Back Up & Data Restoration

Purpose:

The purpose of this document is to outline the SOP for implementing an effective backup and data restoration solution within the realm of our IT services. For questions regarding Elven Enterprises backup and data restoration policy please call 1-800-353-5433 (1-800-ELF-LIFE) for more information or support.

Scope:

This SOP encompasses all aspects of data backup and restoration ensuring the availability of crucial information incase of potential data loss or system failures.

Responsibilities:

Elven Enterprises is responsible for the successful implementation of this SOP for the following:

- Design backup policies
- Monitor backup system for failure
- Troubleshoot and manage

User:

- Comply with data backup policies
- Report incidents of data loss as soon as possible

Prerequisites:

Before starting the setup process, the following prerequisites must be met:

1. Hardware and software components required for backup and restoration are available and properly configured
2. Document all record backups, storage locations, and restoration procedures
3. Install Veeam on each endpoint (individual computers)
4. AWS S3 (Simple Storage Service) Corporate account which serves as a repository for conglomerated company data.

Procedure:

Backups of endpoints are scheduled every 24 hours and will happen regardless of FrodoTech employees' disposition. Veeam (a backup application) is installed on every user's endpoint. In almost all cases, this is a process FrodoTech employees will NOT need to manage. However, should the installed application or specific scheduling interfere with an employee's work operations please call 1-800-353-5433 (1-800-ELF-LIFE) for one-off solutions.

Backups:

1. Identifying all data within the organization that requires backup
2. Automate Backups inside of endpoint Veeam applications
3. Monitor backup processes, troubleshoot when necessary

Restoration:

1. Identify the affected files, applications, and databases
2. Identify the appropriate backup selection
3. Begin the restoration process according to the documented plan.

References:

Sources this document pulls from or references, or simply extended reading/documentation on this subject.
1. Veeam - https://www.youtube.com/watch?v=ptcRJ0nl4Bw
2. Amazon S3 - https://www.youtube.com/watch?v=77lMCiiMilo

Definitions:

What words are used throughout this document and procedure which have specific meanings that must be respected.
1. Hardware: physical components of a computer
2. Software: programs or applications that run on a computer

Date	Employee	Change
04/16/24	Julian Pena	"SOP: Backup and Data Restoration"