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Backup Management Procedure

1. **Purpose**

The objective of this process is to ensure that there are procedures in place to back up identified data of the Authority and ensure storing it securely for retrieval when required.

1. **Scope**

The procedure starts with the identified back up requirements and ends with the prepared back up report.

1. Narrative
2. Based on the purpose of triggering the process, the IT Infrastructure Manager decides on the required steps.
   1. **Case A – Configure & Monitor;** in case the reason is to configure and monitor due to required adjustments identified in the back up plan, proceed to the **“Configuration Management”** process.
   2. **Case B – Test;** in case the reason is to conduct tests, proceed to step 3.2.
3. The IT Infrastructure Specialist prepares/updates the annual restoration plan based on access, back up needs and retention requirements.
4. The IT Infrastructure Specialist conducts testing to assess its integrity and the time needed to complete the data restoration in case of an emergency.
5. The IT Infrastructure Specialist records the results and maintains the related logs for future reference.
6. Based on the results, the IT Infrastructure Manager decides whether or not changes are required.
   1. **Case A – Yes;** in case changes are required, proceed to the **“Configuration Management”** process, **process ends.**
   2. **Case B – No;** in case changes are required, **process ends.**
7. Backup Management Flowchart



1. **KPIs**

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| --- | --- |
| **KPI 1** | |
| Data Backup Performance | KPI |
| The percentage of scheduled backup activities completed in relation to the total scheduled backup activities | Description |
|  | Measurement |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

**“Third party”** is an organisation or person that is not a part of the Authority.