Process - Data Backup Management

Final

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# Document Management

## Document Owner

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| Owner: |  |

## Version Control

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| S\_\_\_\_\_H\_\_\_\_ | 28 July 2015 | 1.0 | First version |

## Review Cycle

This procedure will be reviewed ***every two years***or whenever there is an environmental change necessitating a review or update of this document.

Next Review Date: *July 2017*

## Applicability

This document should be applied:

|  |  |
| --- | --- |
| Retroactively and in the future | N/A |
| Only in the future | Yes |

## Document Distribution

This document will be distributed to all ITI staff.

# Introduction

## Purpose

The objective of this document is to establish a standard and an agreed approach towards the data backup and restoration activities performed in R\_\_\_\_\_\_\_\_\_k. It is developed to ensure data availability and to reduce security and operational risks. This document should be read in conjunction with the following documents:

* Global P\_\_\_\_\_ Backup and Retention
* Key Control Overview Data Backup Management

## Scope

This process is applicable for all R\_\_\_\_\_\_\_\_\_k branches and representative offices.

# Processes

## Backup Schedule

A backup schedule is defined by the Business Owner as part of the System Security Risk Management process. The schedule is the daily reference for the ITI Operators team who are responsible for the backup process and managing its results. An annual recertification process exists to recertify the backup schedule with the System Owner and is tracked as a control within the Key Control Indicator framework.

## Backup Error or Failure

Backup jobs are monitored by the ITI Operators team. If a backup job fails, the ITI Operators log an incident and attempt to re-run the failed job. If their attempts to re-run the failed job are unsuccessful, the Incident is escalated to the relevant IT engineers.

## Data Backup Verification

The ITI Wintel team performs a daily verification of the success or failure of the daily backup job batch according to the following process:



## Data Backup and Recovery Validation

The testing process consists of the following steps. Once a month, the ITI team will recall three tapes from for integrity checks for several sample systems:

* a month old backup,
* a 6 months or a year backup and
* a 1 years or above old backup tape

The samples have to include all critical systems and some samples of non-critical systems.



Logs for restoration and screen shots for evidence on data integrity are to be collected as evidence . Any failed test is to be reported to the IT Risk Manager via the monthly Key Risk Indicator report and if required, escalated to the relevant risk committees.

## Data Backup and Recovery Reconciliation

The purpose of Tape inventory is to ensure that all tapes are accountable and available for restore within its retention time under all circumstances.

An inventory is available and updated at all times within Netbackup. The inventory details the type of backup media, what information is backed-up, the date of the backup. All backup media should be labelled and easily identified with reference to the inventory.



## Backup Tape Inventory Reconciliation

An annual physical inventory reconciliation of all backup tapes is performed to ensure all tapes are accounted for. ITI engineers conduct the annual reconciliation by sighting the physical tapes against the backup tape inventory list, document evidence of the reconciliation and findings, and retain the findings.