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## Backup and Restoration Procedure | Procedure

**PROCEDURE OWNER:** Technology Department

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#### I. Procedure Overview

##### Purpose of Procedure

This procedure outlines Water.org's commitment to ensuring that critical data is backed up and available for restoration in the event it is needed. Additionally, this procedure facilitates the critical need to establish business recovery data points.

#### II. Procedure, Approvals, and Responsibilities

The following information is designed to help users of the company's systems understand the nature of the backup policies and the availability of information beyond the date on which users delete it.

Water.org backs up files within Microsoft SharePoint Document Libraries, Microsoft Outlook/Exchange, and Microsoft Personal OneDrive for the purpose of ensuring its ability to recover from computer or network failures or disturbances. The Water.org backup system is not designed or intended to be a means for members of the user community to have access to long-term storage of files.

Backups of Water.org user files and critical system files and databases are run daily during hours of low network activity. Certain systems may be backed up earlier and/or take longer to finish.

Each daily backup saves the contents of files and directories at the time the backup takes place. Therefore, the backups do not record all activities or all contents of users' files throughout the day or week: a backup is simply a snapshot of the data present on the system at the time the backup completed. This means that during the course of a day it is possible for a user to create and delete a file which will never appear on a backup.

As part of the offboarding process, a user's backups will be deleted approximately 60 days after termination date.

## 1. Backup Process Summary

*1.1 Managed backup services are used to back up data within Microsoft SharePoint Document Libraries, Pages, and Lists, Microsoft Outlook/Exchange, and Microsoft Personal OneDrive. Some other Cloud/SaaS systems utilized by Water.org maintain their own backups.*

## 2. Permanent Archive Procedures

*2.1 In addition to the periodic backup and overwriting of files, periodic permanent archives are taken for some data upon request and not automatically removed. This is often referred to as “cold storage”*

### Governance

The **Technology Department** is the owner of this procedure and is responsible for reviewing, implementing, amending, and making recommendations for updates or changes to these procedures in alignment with the business needs of Water.org.

## III. Additional Resources

### Contact for Support

Technology Department, [help@water.org](mailto:help@water.org)

### Related Policies

Disaster Recovery Plan  
Document Retention and Destruction Policy