## DTG Backup Service

**Description**: All transactional and business critical data within Digital Technologies Geelong (DTG) is saved on storage media in our data centre as well as off-site. All data constitutes any files of any kind that are created or changed by users. For example; if Windows is installed on a computer and then Microsoft Word is installed, these are system files that do not change. However, if a word document is then created and saved on to a network location, this is a user created file and must therefore be saved by a backup process. Files saved to local computers (C: Drive) are not backed up by this process and should be either transferred to a network location or a portable media.

This service provides for the backup of all user created data. This includes files, databases, application data, and emails. To safeguard this important information, it is necessary to backup and store this data on disk for fast recovery, and in the long term, on tape media. When required, this data must be available to be reliably restored.

**Availability**: Support is available through the DTG Service Desk between the hours of:

- 8:00 a.m. to 6:00 p.m. Monday to Friday

**Support Inclusions**:

Back up and restoration capabilities for files stored in the following locations:

*File Servers (Documents & Files)*

- Staff file shares (J drive)
- Staff home directories (H drive)
- Specialised Staff Storage (Digital Media, Marketing)
- HP Records Manager File Store

*Email System*

- Staff mail server
    - Information store (the complete email database)
    - Individual mailboxes (each user)

*Application Servers*

- Finance System
    - SQL Database
    - Application directory files
- HR System
    - Microsoft SQL Database
    - Application directory files

- All application data of the smaller applications hosted on the "DTGAPPS2" server
- All SQL Databases
- Share Point
  - Databases
  - Application files
  - Item level backup of sites (i.e. the documents stored within the portal sites)

*Web Servers*

- All web servers that contain data that has been created or changed by users, such as the files contained in the default "inetpub\wwwroot" web server directory
- Any added "Virtual" directories on web servers

*VOIP Servers*

- VOIP = Voice Over Internet Protocol and refers to our telephony system
- Phone Log Directories

*Other Servers*

- Any server used for any other purpose not described above will have all user changed files backed up. This may be for example, configuration files that are unique to that server or service.

**Data Recovery**: Data is retained for the following periods:

| Data Type | Media Type | Copy | Backup Type | Retention Period |
|---|---|---|---|---|
| Critical Data | Physical Disk | Primary | Daily | 30 Days/4 cycles |
| | Tape | Secondary | Daily | 30 Days/4 cycles |
| | Tape (export) | Secondary | Weekly | 90 Days |
| | Tape (export) | Secondary | Monthly | 1 Year |
| | Tape (export) | Secondary | Yearly | 2 Years ONLY |
| Non-Critical Data | Tape Only | Primary | Daily | 30 Days/4 cycles |
| | Tape (export) | Secondary | Weekly | 120 Days |
| | Tape (export) | Secondary | Monthly | 13 Months |

To request restoration of files please complete the Backup and Restore Service Request form available on the DTG Service Catalogue

**Eligibility**: All DTG staff and customers are eligible to use this service.

## DTG Restore Service

**Description**: This service enables DTG customers to request the restoration of folders or files from backup in line with DTG backup and restore procedures.

**DTG Service Commitment**: DTG will maintain a backup regime as listed in the Data Backup Policy section above. DTG will restore any data that is listed as part of the backup regime.

**Customer Commitment**: Customers are requested to thoroughly search for lost or deleted items prior to submitting this request to ensure that the files of folders have not been relocated, either accidentally or through a data restructure.

Customers are required to save files and folders in the provided network shares to ensure that they are included in the back up process. These shares are listed in the Data Backup Policy.

**Service Levels**:
- Business critical data will be restored within 4 hours of receipt of a correctly completed Data Restore Request to the DTG Service Desk.
- High priority Items will be restored within 8 hours  of receipt of a correctly completed Data Restore Request to the DTG Service Desk. Medium priority Items will be restored within 2 days of receipt of a correctly completed Data Restore Request to the DTG Service Desk.
- Low priority Items will be restored within 4 days  of receipt of a correctly completed Data Restore Request to the DTG Service Desk.

**Charges**:  Charges may be incurred when Corporate Information Solutions is required to request a backup form the off-site backup storage provider.

**How to access this service**: This service is available through the DTG Service Desk