

SAFE STEPS BACKUP POLICY

Introduction

This policy is intended to outline both internal and external backups used to protect company assets from accidental loss.

Internal

Safe Steps Ltd operates full server internal backup using Acronis Backup and Recovery. All backups are full backups and completed once a week dependant on the system. Backups are taken to LTO tape which is secured in the server room.

Email

Brick level mailbox backup is in operation which takes place at midnight every night. A retention period of 30 days is in operation with full validation taking place automatically after each backup.

File Data

File level backups are restricted necessary process archives only. Secure areas are setup on servers with advice of copying important single files to these locations.

External

Rackspace utilise a fully managed backup system with a 2 week retention period. This includes a mix of bare metal, System, File level and SQL aware backups. This allows full recovery models to be operated reducing any risk of loss of data.

Testing

All backups taken internally are automatically verified by the backup system. Tests are performed on random backups once a quarter to ensure the process is working as it should be. Any issues are addressed immediately. The Acronis backup system operates a universal restore feature allowing any backup taken to be restored to hardware that differs from the original back up system. This allows backups to be tested in a far simpler fashion.

Frequency

Backups operate 7 days a week to spread out network traffic load and tape load time. All backups take place between the hours of 8pm and 4am to minimise company impact.