



Department of Job and Family Services

OIS Service Level Agreement
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SLA.05 Data and Systems Backup and Restore

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An essential part of computing services is the ability to recover from data loss. Data loss due to human error, machine malfunction, or service disruption can be minimized by operating in accordance with properly managed backup and storage procedures. This section references the procedures used to protect users from data loss.

5.1 General Information

5.1.01 Mainframe Backups				
Description	L1	L2	L3	LN
Backup data from ODJFS mainframe to tape	S	S	S	S

All data and programs on the *mainframe* are backed up to tape by ODJFS OIS according to established processes. Backups are taken daily and stored offsite for a predetermined time period.

5.1.02 Centrally Located Server Backups				
Description	L1	L2	L3	LN
Backup data from ODJFS centrally located (campus) servers	S	S	S	S

User specified data and programs on centrally located (campus) servers are backed up to tape by ODJFS OIS according to established processes. Backups are taken according to a user defined schedule and separate copies of each backup are stored in both the Air Center and SOCC data centers for a pre-determined time period.

5.1.03 Remote Server Backups				
Description	L1	L2	L3	LN
Backup all ODJFS owned remote (County Agency) file servers to tape	S	S	C	C*

The responsible party monitors and manages the daily file backups. Daily backups ensure against the loss of files and directories and will minimize data loss in the event of an emergency or service disruption. For SLA Levels 1 and 2, it is the duty of ODJFS OIS to ensure that these procedures are executed properly each working day. For SLA Level 3, it is the responsibility of the Technical Point of Contact (TPOC) to ensure that these procedures are executed properly each working day. For SLA Level 3, the county agency is responsible to change tapes as detailed below. ODJFS provides the tapes for Level 3 county agencies.

5.1.04 Backup Tapes				
Description	L1	L2	L3	LN
Replace backup tapes in tape drives for ODJFS owned servers at County Agency sites according to tape rotation schedule	NA	NA	C	NA

The SLA 3 county agency is responsible for the replacement of backup tapes at its site according to the processes established by ODJFS OIS. This includes the removal of the previous night's backup tape from the tape drive on the server, safely storing it, and replacing it with a tape for the current day. For SLA levels 1 and 2 county agencies, all data changes occurring after the previous successful backup are transmitted electronically to mass storage devices that are centrally located in Columbus. SLA Level 1 and 2 sites are not required to do any backup functions.

5.1.05 Backup Log				
Description	L1	L2	L3	LN
Check tape backup log for ODJFS owned servers at County Agency sites	S	S	CO	C*

The responsible party is to check all server backup logs at its site. For SLA level 3 County Agencies this is accomplished by checking the backup system logs at the county site. Backup logs for SLA levels 1 and 2 will be monitored at the central site in Columbus.

5.1.06 Off Site Storage of Backup Tapes				
Description	L1	L2	L3	LN
Provide for secure duplicate copies of backup tapes	NA	NA	CO	C*

ODJFS OIS requires that separate copies of monthly tapes from ODJFS owned servers be kept in both the Air Center and the SOCC data centers for SLA level 1 or 2 counties (i.e. in the event of a building disaster). Data from County Agencies who elect SLA level 1 or 2 is stored in both the Air Center and the SOCC locations daily by ODJFS centrally managed storage devices. County Agencies who elect SLA level 3 and N are encouraged to keep their own backup tapes off-site. **Tapes from SLA 3 level county agencies are required to be in an encrypted format before being sent off-site.**

5.1.07 File Restores				
Description	L1	L2	L3	LN
Perform and assist with a) file restore to <i>ODJFS owned</i> server from tape, and b) full <i>ODJFS owned</i> server restore from tape	B	B	B	B

The responsible party restores a file (single file or set of files) to ODJFS owned servers from tape when a file has been damaged, deleted, or destroyed. A full restore is done when entire directories of server files have been affected.

In the case of SLA Levels 1 and 2, ODJFS OIS leads and the county agency assists. In the case of SLA Level 3, the county agency leads and ODJFS OIS assists. The lead party directs the task, with the help of the assisting party.