

CLAREMONT McKENNA COLLEGE
Policy Library

Volume X: Information Technology Services

Chapter Workstations: Backup/Recovery of User Files on Network Servers

Approved by: Administrative Computing Committee (ACC)

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Related Polices: Department Technology Budget Upgrades, Faculty Technology Budget Upgrades, Purchase of Obsolete Workstation from the College, Replacement Cycle of Workstations, Staff Upgrade Budget, Standard Faculty and Staff Workstation Screen-Saver Policy, Standard Staff Printer Hardware Configuration, Standard Workstation Hardware and Software Configuration

Additional References: N/A

Responsible Official: Office of Information Technology Services

I. POLICY STATEMENT

- To outline the use of network servers for storage, backup and recovery of user files.

II. ENTITIES COVERED BY THIS POLICY

- All students, faculty, and staff at Claremont McKenna College

III. CONTACTS

Direct any questions about this policy to your department's supervisor. Questions about specific issues may be addressed to:

Subject	Contact	Telephone¹
Backup/Recovery of User Files on Network Servers	Chief Technology Officer	71553

IV. DEFINITIONS

¹ Numbers refer to on-campus extensions. When calling from an off-campus line, please dial (909) 62+extension for numbers beginning with a "1" and please dial (909) 60+ extension for numbers beginning with a "7."

- Students, faculty and staff of Claremont McKenna College who have college network accounts also have a file storage folder allocated for their account on a network server. This storage area is usually referred to as the user's "U: drive"; and, when the user successfully logs on to their workstation, a network connection is established to the folder that can then be accessed as the U: drive. Files can be copied from the user's workstation to their U: drive, or Word and Excel may be configured to save files directly to the U: drive.

V. DETAILS

The following will summarize the procedures for backup and recovery of user files.

1. Use of U: Drive

In order to be able to recover lost data for students, faculty and staff who have College network accounts, their files must be saved on the U: drive. Files on the user's local workstation drive may not be recoverable if the drive fails.

2. File Backup

Changed files on the U: drive folders are backed up each weekday night. All files on the U: drive folders are backed up each weekend.

3. Off-site Storage

In order to provide disaster recovery capability, backup media are sent to a secure off-site storage facility. Each Friday morning, the backup media created during the previous weekend are cataloged and transferred to our on-site location for one week storage. The backup media stored on-site created two weeks prior are then sent to off-site storage for four weeks every Friday morning. Semi-annual backup media created at the beginning of the year are stored indefinitely at the off-site storage facility.

4. File Recovery

In order to have a file restored from the backup media, the user should contact Information Technology Services and provide as much of the following information as possible:

- College network user name, the user's full name and telephone extension.
- Indicate the date of the last known good version of the file – this will help identify the set of backup tapes to use in attempting to restore the file.
- The filename of the file to be restored and, if possible, the folder on the user's U: drive in which it was located.

If the necessary backup media is on-site, files can usually be restored within 1-2 business days. If the backup media has been sent to off-site storage, it can be recalled without charge on a scheduled Friday pickup/delivery. In order to recall a tape on the regular Friday delivery, the request should be submitted to

Information Technology Services by 12:00 noon on Thursday. Emergency requests for return of tapes from the off-site facility can usually be accommodated within a few hours, but there is a significant charge for this service. The individual's department will be billed for this additional service charge.