

Public Health Foundation Of India



IT – Backup & Restoration Policy cum SOP

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AMENDMENT SHEET				
Issue Date	Rev	Description of Change	Authored by	Approved by
01/04/16	1	Added Oracle ERP		
01/04/16	2	Schedule Changed		
01/04/16	3	(a.) Name of the document was changed. (b.) ERP-Oracle Daily, Weekly & Monthly Backup Schedules Changed. (Point – 2.1.1, 2.1.2 & 2.1.3) (c.) SITE-ERP Backup policy & schedules changed. (Point – 2.2.1 & 2.2.2) (d.) File & database Backup (SQL Backup & Druva Insync) policy & schedules Changed. (Point – 2.3.1, 2.3.2 & 2.3.3) (e.) Restoration Drill		
14/02/17	4	Annual Revision (No changes)		
14/01/19	5	Backup policy revision and inclusion of detailed schedule annexure <i>L</i> .		
01/10/21	6	(a.) User backup changed from local to OneDrive. (b.) CRDR database automated backup using MYSQL backup application		
09/06/22	7	(a) CRDR database automated backup using Acronis Cyber Cloud		

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1.0 Introduction

Electronic backups are a business requirement to enable the recovery of data and applications in the case of events such as natural disasters, system disk drive failures or system operations errors.

PHFI Backup Policy defines the files / folders and the directories, frequency of the backup, and the storage location for critical servers within the organization. The policy identifies Oracle ERP Servers as the critical servers whose data needs to be backed up as per the guidelines provided herein.

This policy is designed to protect data in the organization to be sure it is not lost and can be recovered in the event of an equipment failure or disaster.

2.0 PHFI Backup Policy

Only production servers are covered under this policy.

2.1 ERP - Oracle Apps and Database Server

Oracle – ERP Servers are covered under this Policy.

2.1.1 Daily Backup - Database Backup Incremental (Online)

Methodology:	RMAN
Media:	Hard Disk (Backup is taken on hard disk through RMAN backup Utility. The backup includes data files, log files and redo log archives
Backup Taken:	Oracle Database (Incremental)
Day / Time:	Daily – 21:00 Hours
Backup Availability:	Last Three Backups

2.1.2

Weekly Backup - Full Backup (Offline)

Methodology :	RMAN
Media:	Hard Disk (Backup is taken on hard disk through RMAN backup Utility. The backup includes data files, log files and redo log archives.
Backup Taken:	Oracle Database
Day / Time:	Sunday, 01:00 Hours
Backup Availability:	Three Months

2.1.3

Monthly Backup – Full Backup (Offline)

Methodology:	Manual Copy
Media:	Hard Disk - Database is brought down first. Then, all data files, log files, control files, redo log archives, temp files, application file system and database binaries are manually copied to designated locations. After this, the same set of backup files are transferred to a remote location.
Backup Taken:	<ul style="list-style-type: none"> • Oracle Database • Oracle Application • Entire File System (Binaries) • OS File System
Day / Time:	First Friday of Every Month, 20:00 Hours
Backup Availability:	One Year

2.2 Site ERP Database Backup Policy

This backup is taken using the backup application deployed at Gurgaon office and it fetches the data of ERP server deployed at Netmagic.

2.2.1 Weekly Backup - Database (Online)

Methodology :	Manual
Media::i-	Hard Disk
Backup Taken:	Database
Day / Time:	Sunday, 01:00 Hours
Backup Availability:	One Month

2.2.2 Quarterly Backup - Database (Offline)

Methodology:	Manual Backup
Media:	Hard Disk
Backup Taken:	Site ERP Database
Day / Time:	First Week of January & July Months.
Backup Availability:	One Year

2.3 PHFI Active Directory servers and Web Servers (In-house)

Methodology:	Manual Backup
Media:	Hard Disk
Backup Taken:	Active Directory (Primary, Secondary), Druva Backup Application Server, IT Helpdesk Sever, E-Hangout Server, Library Application Server, Shared drive being used by users and Tally Server
Day / Time:	First Week of January & July Months.
Backup Availability:	One Year

2.3.1 Daily Backup through Backup Applications

Methodology:	Druva Insync
Media:	EMC SAN - (First Full backup then daily incremental.)
Backup Taken:	Active Directory (Primary, Secondary), Dhruva Backup Application Server, IT Helpdesk Sever, E-Hangout Server, Library Application Server, Shared Drive being used by users and Tally Server
Day / Time:	Every day 00:00 Hours
Backup Availability:	Three Restore Points

2.4 User File Backup

Methodology:	Onedrive Office365
Media:	Cloud
Backup Taken:	User data – Only official files such as email –ost, pst and Microsoft office files.
Day / Time:	Every day as per different schedule time.
Backup Availability:	Within 1 month of file deletion.

2.5 CRDR Database Backup

Methodology:	SQL Backup (Automated) through Acronis Cyber Cloud
Media:	Acronis Cloud Storage
Backup Taken:	CRDR_CAA Database
Day / Time:	Every day 2:30 AM.
Backup Availability:	7 Restore Points

2.5.1 CRDR Application File Backup

Methodology:	Druva Insync
Media:	EMC SAN – (First Full backup then daily incremental.)
Backup Taken:	Complete Application folder.
Day / Time:	Every day as per different schedule time.
Backup Availability:	Three Restore Points

2.6 Vibes Application File Backup

Methodology:	Druva Insync
Media:	EMC SAN - (First Full backup then daily incremental.)
Backup Taken:	Application Files & Folder
Day / Time:	Every day as per different schedule time. (1 Year availability)
Backup Availability :	Three Restore Points

2.6.1 Vibes Database Backup

Methodology:	Manual / Druva Insync
Media:	Local Disk & EMC SAN – (Full backup.)
Backup Taken:	Database Folder
Day / Time:	Every day as per different schedule time. (1 Year availability)
Backup Availability :	Three Restore Points

3.0 Restoration Drill

3.0.1 ERP Database Server

Day / Time	First week of January and July.
Media:	Randomly any month of the Previous Qtr.

3.0.2 Site ERP Database Server

Day / Time	First week of January and July.
Media:	Randomly any of the Previous Backups.

3.0.3 Active Directory and Web Servers

Day / Time	Monthly
Media:	Randomly any of the Previous Backups.

3.0.4 CRDR Application / Database

Day / Time	Monthly
Media:	Randomly any of the Previous Backups.

3.0.4 Vibes Application / Database

Day / Time	Monthly
Media:	Randomly any of the Previous Backups.

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