

Global ILabs Ltd Backup Policy and Procedures

Purpose

The unprecedented growth in data volumes has necessitated an efficient approach to data backup and recovery. This document is intended to provide details on the stipulations of data backup and retrieval operations to the client.

Scope

The intended recipients of this policy are internal departments that house our hardware in the Global ILabs, Innovation Lab. Our virtual servers are backed up as per the service agreements we have in place

Policy

The company recognises that the backup and maintenance of data for servers are critical to the viability and operations of the respective departments. It is essential that certain basic standard practices be followed to ensure that data files are backed up on a regular basis.

Procedure

The Systems Support team ensures that all backups are completed successfully and reviews the backup process on all servers daily. Logs are maintained to verify the amount of data backed up and the unsuccessful backup occurrences.

Backup Content

The content of data backed up varies from server-to-server. The primary data that will be backed up are: Data files designated by the respective owners of the servers and in some instances System Data (Applications files for the server and other selected software installed on the server). Data to be backed up will be listed by location and specified data sources.

Backup Types

Backup of servers will occur every day after regular business hours.

Full backup: Includes all the source files. This method ignores the file's archive bit until after the file is backed up. At the end of the job, all files that have been backed up have their archive bits turned off. Only one **full** backup will be done once a week followed by **differential** and/or **incremental**.

Differential backups: Includes files that have been changed since the last Full (Clear Archive Bit) or Incremental backup. If the archive bit is on, the file is backed up, and archive bit is not turned off. The next time an incremental backup is done, this file is skipped (unless it is modified again).

Incremental backups: Includes only files that have changed since the last Full (Clear Archive Bit) or Incremental backup. The next time an incremental backup is done, this file is skipped (unless it is modified again).

We use the GFS (Grandfather-Father-Son) rotation for backups.

Daily backups (Son) take place on a five day rotation.

Weekly backups (Father) take place on a five week rotation.

Monthly backups of high availability servers occur the last calendar day of the month and are on a twelve month rotation.

Special backups may be made for longer retention periods during special situations such as system upgrades and major projects.

For and on behalf of the board of Global Labs Ltd
Greg Wxited
CEO
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