

The Steelton-Highspire School District requires that centralized functions, documents, and databases be restored in the event of any type of failure associated with the District's Information Technology Systems. This document provides the approved methods for saving information, storing/archiving information, restoring information and maintaining system functionality.

Backup Technologies

The Steelton-Highspire School District uses the company Barracuda Networks to do our nightly data backups of all networked storage. The data is caked up over the Wan to three different off site locations on a regular basis.

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LAN Based Servers

LAN based servers provide the backbone for communication and information sharing throughout the District. All data stores on these servers shall be backed up nightly. Backups shall include:

1. E-mail data stores
2. District data shares
3. Building data shares
4. Personal data shares
5. Application shares
6. Database stores

Full backup, including registry, of key servers shall be performed each Weekend. Key servers include:

1. Each Application Cluster Server
2. E-mail Server
3. Power School Database Server
4. System Management Server
5. Proxy Server(s)
6. Each Student Cluster Server
7. Building Servers
8. DHCP Server
9. DNS Server
10. Internet E-mail Server
11. Intranet Server(s)

Internet Web Server(s)

Telephone Systems

The Steelton-Highspire School District Telephone System is comprised of two primary subsystems, each with separate backup procedures.

The main telephone switch shall be backed up nightly. A full backup shall be performed prior to any software upgrade.

The voice-mail system shall be backed up nightly. A full backup shall be performed prior to any software upgrade.

Personal Workstations

The Steelton-Highspire School District Information System has been structured to facilitate the storage of information on central servers. Because of this, backup of personal workstations is the responsibility of each individual user. Computer Lab and Library systems will not be backed up.

The District Technology Group shall maintain approved District base images of each workstation connected to the Network.

Off-Site Storage

Off-Site storage of backup tapes and other recovery procedures shall be maintained by a facility approved by the Director of Technology. The off-site facility must provide access to restoration materials during normal business hours.

The District's Technology Group shall maintain calendars identifying off-site storage inventory and daily inventory needs. All alterations to the off-site storage plan shall be clearly documented and distributed to the off-site storage manager and Director of Technology.

On-Site Storage

On-Site storage of backup tapes and other recovery procedures may be maintained to expedite the recovery of information and/or systems in the event the off-site storage inventory is unavailable. No more than the most recent two backup tapes may be maintained on-site. All on-site storage must be inventoried and controlled by the District's Technology Group.

Storage of on-site recovery information must be secured in a facility approved by the Director of Technology, and must meet the following minimum requirements:

1. Must be Secure – Key and/or Combination
2. Must be Fireproof to withstand 1700° F for 1 hour
3. Must be Explosion Proof
4. Must be Watertight

LAN Based Servers

The Network Support Coordinator shall maintain restoration procedures and all software(s) required to restore all LAN based servers to an operational state. Restoration/Backup procedures shall provide for a 90% probability that no more than two (2) days of productivity are lost due to a system failure, and a 95% probability that no more than one (1) week of productivity losses are encountered due to any system failure or facilities failures (electrical, fire, water damage, etc).

Restoration procedures shall be clearly written and maintained. At least one (1) copy of the restoration procedures shall be stored off-site at the approved off-site storage facility. At least one (1) copy of all system software required to restore the system from backup tape shall be stored off-site at the approved off-site storage facility.

Telephone Systems

The Network Support Coordinator shall maintain restoration procedures and all software(s) required to restore the Phone system to an operational state. Restoration/Backup procedures shall provide for a 90% probability that no more than two (2) days of productivity are lost due to a system failure, and a 95% probability that no more than one (1) week of productivity losses are encountered due to any system failure or facilities failures (electrical, fire, water damage, etc).

Restoration procedures shall be clearly written and maintained. At least one (1) copy of the restoration procedures shall be stored off-site at the approved off-site storage facility. At least one (1) copy of all system software required to restore the system from backup tape shall be stored off-site at the approved off-site storage facility.

Personal Workstations

Restoration procedures and reliability is solely the responsibility of individual users. However, the District Technology Group shall provide the ability to restore any District workstations to an approved District image within one (1) business day.

Education workstation images and restoration procedures shall be maintained and coordinated by the Education Support Coordinator.

Vendor Support

The Steelton-Highspire School District shall maintain vendor support contracts for key information technology systems to include:

1. Microsoft server software
2. Power School Software
3. LAN Based Server Hardware
4. Cisco network and telephone equipment

Spare Parts

The District Technology Group shall manage a spare parts inventory which will provide the ability to insure a 90% probability of the recovery of any mini-computer or key LAN based server within one(1) business day, and a 95% probability of the recovery of any mini-computer or key LAN based server within one (1) business week.

Adopted: 00/00/0000

Amended:

Reviewed without Amendment:

Steelton-Highspire School District School Board
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