Ensure Technologies

BACKUP GUIDELINES

This form is designed to clarify the guidelines of responsibilities in relation to your data backup procedures. While Ensure Technologies will install, configure, troubleshoot & test your backup system for you when requested there are certain specific tasks which must be performed by you or a member of your staff. Please review these procedures along with a Ensure Technologies Engineer and sign below indicating your understanding of these procedures. In the event that questions arise after you receive instructions on the proper use of your Tape Backup System please don't hesitate to contact the Ensure Technologies Service Desk to arrange for additional instruction.

1) Manage Tape Rotation – Ensure Technologies recommends a rotation that includes 21 tapes for an organization that is open 5 days per week. This will give you a daily and weekly rotation with a monthly archive. While all of the tapes should be stored in a fireproof safe the most recently used tapes should be taken off-premise on a nightly basis. Any deviation from the above recommendations will increase the likelyhood of permanent data loss in the event of a catastrophic system crash.
2) Review Backup Set – The Backup Set in your tape backup software is the area of the program that dictates what data is being backed up. In large advanced backup schemes there may be different backup sets for the daily backup, the weekly backup and the monthly backup. You will need to work with a Ensure Technologies Engineer to understand the Backup Set(s) being used, how to check them to make sure that all necessary data is being backed-up and how to change them if necessary.
3) Review Backup Schedule – The Backup Schedule is the part of your Backup Software Application that dictates when a backup should begin and which Backup Set is to be used. You will need to work with a Ensure Technologies Engineer to gain an understanding of how to check and if necessary modify your Backup Schedule.
4) Review Backup Log – The Backup Log is the reporting feature of your Backup Software Application. This is where you will confirm on a daily basis that your backup has been performed without errors and that the proper Backup Set has been used.
5) Cycle in New Tapes – Backup Tapes do not last forever. Generally speaking an individual tape should be replaced after 50 uses. You should mark all of your tapes with the date that they are first used as well as the date that they should be replaced based on the tapes location in your Tape Rotation. In the even that you are not sure of the age of a current tape it is better to replace it and be safe rather than find out when you need to restore data that it is damaged.

Please sign below indicating that you have received training on the basic functions of your Tape Backup Process and your responsibilities as they relate to the Backup Process.

_____ _____

Officer (Please Print) Signature

_____ _____

Person Responsible (Please Print) Signature

_____ _____

Company Date

Ensure Technologies Engineer:_____ Date:_____

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Ensure Technologies
3434 106th Circle Suite M Urbandale, IA 50322 Tel 515-252-2500 Fax 515-252-2519 www.ensuretech.net