# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

# INFORMATION TECHNOLOGY STANDARD

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| Name of Standard: | Number: |
| **Server Backup and Restore** | **STD-SES003** |
| Domain: | Category: |
| **Platform** | **Network Platforms / Operating Systems** |
| Date Issued: | Issued by Direction Of: |
| **05/09/2001** |  |
| Date Revised: |  |
| **07/1/2020** | **Jonathan Arnold, Chief Technology Officer**  **Health & Human Services Delivery Center** |

**Abstract:**

Backup and restore of servers are a necessary part of securing the operating system and all other files on the server. In the case of a problem on a server, the server can be restored from a backup that is stored on disc.

The Health and Human Services Delivery Center (HHS DC) Technology Services Office (TSO) is responsible for the Departments of Health (DOH), Human Services (DHS), Aging (PDA), Drug and Alcohol Programs (DDAP) and Military and Veterans Affairs (DMVA).

**General:**

The purpose of this document is to list supported backup and restore software used to backup servers at the Department Human Services (DHS), and the media on which the backups are stored.

**Standard:**

## Schedules and Retention

Backups of physical servers and virtual servers are performed every day of the week. We do both incremental and differential depending on the policy type. The cumulative backups begin at 1700 on the weekdays. The full backups begin on Friday at 1700 and run till 0600 Monday morning. Our retention period is 28 days for all backups.

## Backup Data

All virtual disc attached to Virtual Servers are completely backed up. As for a physical server that serves as a data repository only the data will be backed up usually the D:\ drive or E:\drive. Physical servers that do no not serve as data repositories will have all local drives backed up.

## Restores

There are currently no restrictions on restores, mostly being performed during the day since backups run after 5:00pm. Restores can be executed from the affected server or from the Netbackup Administration java console.

## Software and Hardware

Management of Server backups and restores is provided by Symantec NetBackup 8.1.1. The hardware used to perform the backups and restores is a Netbackup Appliance 5230 connected to 140 TB of useable disk storage.

## Contacts

To schedule backups, contact Network Operating Systems (NOS) at [dteserverteam pw @pa.gov](mailto:pw-dteserverteam@pa.gov)

If a restore is required, the Veritas NetBackup Restore Form can be found at this link.

<http://mydhs/hhs-it-dc/bisgeneralinfo/formsandpubs/index.htm>

# Exemptions from this Standard:

Any request for an exemption to this standard must be made to and approved by the Subject Matter Expert.

**Subject Matter Expert**: Paul Barkman pbarkman@pa.gov

# Refresh Schedule:

All standards and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the Health & Human Services Delivery Center Domain Leads.

# Standard Revision Log:

|  |  |  |  |
| --- | --- | --- | --- |
| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 05/09/2001 | 1.0 | Initial Creation | Unknown |
| 01/23/202 | 1.1 | Small content Change | Bob Minck |
| 01/28/2002 | 1.2 | Style edited | Bev Shultz |
| 02/01/2002 | 1.3 | Small content change | Bob Minck |
| 06/16/2004 | 1.4 | Deleted Arcserve | John Foy |
| 03/18/2010 | 1.5 | Style edited and updated information | Dean Schutte |
| 06/08/2020 | 2.0 | Organization Change | Michael E. Sites TSO |
| 06/16/2020 | 2.0 | Review and update information | Dean Schutte & Paul Barkman TSO |
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