

OPERATIONAL PROCEDURES

(No.8 October 2001)

0920

EMERGENCY RESPONSE PLAN

(No.11 July 2002)

0921

TAPE BACKUP REQUIREMENTS

OPERATIONAL BACKUP PROCEDURE

Information Technology devised a statewide backup procedure to ensure that the CAL FIRE computing environment is up and running in as short a time as possible after a disaster.

To ensure smooth operations, each Unit needs to designate a person(s) responsible for changing tapes and ensure this function is performed according to procedure.

Each site will be provided the necessary tapes and backup mechanisms to perform the backups per rotation schedule. The tape rotation is based on an industry standard methodology, with a monthly tape to be stored offsite. The tape rotation is based on a 5 or 7-day week backup depending on operational characteristics of the Unit. Tapes should be labeled with the days of the week and when a backup is completed the date of the backup will be noted on the tape cassette cover.

Cleaning consists of a cleaning tape that needs to be inserted in the drive when the cleaning light is on. DAT tape drives should be cleaned once per week. Cleaning tapes can only be used a specific number of times and must be replaced. The cleaning tapes are provided with a label for marking the number of times a tape is used.

Offsite storage is based on unit location. Units outside the Sacramento Area, including lone, will have tapes stored at Information Technology. The Sacramento Area and Davis will store tapes at the Academy. Tapes will be maintained at the offsite storage location for 3 years (SAM §1600).

The ITS Help Desk within Information Technology monitors the backup process, and notifies the locally designated backup person and the regional coordinator when backups are not being performed correctly. Automated notifications are set up in Veritas Backup Exec Software of successful backups. If an IT Coordinator or Customer Service staff fail to receive a successful notice every day, they should check to ensure backups are working properly. If backups at the Unit are not performed for one week the Unit chief and the CIO will be automatically notified.

Information Technology has also created a calendar that will assist in the rotation scheme. This calendar is located in Outlook at Public Folders\All Public Folders\SAC HQ Units\ITS\Common Calendars\Tape Rotation.

RESTORING LOST FILES PROCEDURE

IT Coordinators, Help Desk and HQ ITS Staff can restore files. A call to the Help Desk will have the request assigned to appropriate staff.

REGULAR AUDIT AND TEST OF OPERATIONAL RECOVERY

In order to ensure disaster recovery procedures are current and workable, Information Technology will schedule a yearly audit of the recovery process.

[\(see next section\)](#)

[\(see HB Table of Contents\)](#)

[\(see Forms or Forms Samples\)](#)