

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 minimum requirements for Unlimited IT Support clients to have in place and active to be covered by Unlimited IT Support data safety guarantees.

Scope

This policy is specific to clients and their technology that have been registered as part of the Unlimited IT Support product. Devices and data that have not been made available or aware to CROFTi are not covered by Unlimited IT Support data safety.

Policy - Minimum

The following items must be present within the business environment

BACKUPS FOR ON PREMISES/LOCAL DATA

1. Backup software that replicates all business data automatically, with no user intervention or manual triggers
2. Backup of operating systems for server infrastructure is included in the backup regime
3. Backup software automatically notifies an email recipient of either backup process success or failure
4. Backup data is stored on a device external to the existing business devices
5. Backups are occurring daily
6. Regular rotation of external backups occurs at minimum daily
7. Physical connectivity of the backup device to business systems is maintained daily
8. The backup storage device is taken offsite at least weekly

BACKUPS FOR CLOUD BASED BUSINESS DATA

1. Backup capabilities of data content exist with the client cloud product and are enabled
2. Access to backup data is available to at least the account owner of the cloud service

Policy – Preferred

BACKUPS FOR ON PREMISES/LOCAL DATA

1. Backup software that replicates all business data automatically, with no user intervention or manual triggers
2. Backup of operating systems for server infrastructure is included in the backup regime
3. Backup software automatically notifies an email recipient of either backup process success or failure
4. Backup data is stored externally to the premises without any user intervention – internet data transfer
5. Backups are occurring hourly
6. Retention of backups are maintained for at least one month
7. Backup restoration hardware is available within 1 hour of a data loss event

BACKUPS FOR CLOUD BASED BUSINESS DATA

1. Backup capabilities of data content exist with the client cloud product and are enabled
2. Backup of the cloud data occurs to an alternative location and is managed externally to the cloud product itself
3. Access to backup data is available to at least the account owner of the cloud service