

PUBLISHING SERVICES SUB-DIVISION

**QUALITY ASSURANCE INSTRUCTIONS
PSS-07 Backup**

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1.0 PURPOSE

- 1.1 The purpose of this document is to provide information about the backup system in use to protect and recover lost or damaged digital data.

2.0 SCOPE

- 2.1 The scope of this document is to provide the safekeeping of the Quality controlled documentation and project data essential to the accomplishment of work.

3.0 RESPONSIBILITIES

- 3.1 All Publishing Services Subdivision employees are responsible for having a working knowledge of this QAI.
- 3.2 The Cartographic Applications Specialists are responsible to maintain the scripts doing regularly schedule backups for Publishing Services.
- 3.3 The designated manager of this QAI is responsible for considering all DCRs and NCRs issued against this QAI, writing new instructions when necessary and informing end-users of the changes made.
- 3.4 The Webmaster is responsible for updating the controlled version of this QAI on the Internet in a timely manner.
- 3.5 ESSInfo Publishing Services employees and other users of this QAI are encouraged to provide feedback to the Quality Management Representative, Production Coordinator, and Head Publishing Services on its accuracy, completeness, simplicity, and usefulness by issuing a Document Change Request or Quality System Improvement Request.

4.0 INSTRUCTIONS

(All instructions apply to all Publishing Services staff unless stated otherwise)

4.1 GENERAL INFORMATION

- Publishing Services staff either works with data that is locally stored on a desktop computer or remotely stored on a network drive.
- Publishing Services staff may create a CD-ROM or DVD-ROM backup of any data or documentation as a subsequent backup to the system described below.

4.2 LOCAL DESKTOP COMPUTERS

- Publishing Services utilizes a series of scripts to perform regularly scheduled backups on each employee's desktop computer.
- All Publishing Services project related data and documentation that is stored locally should reside in the C:\Projects folder which exists on all desktop computers.
- All staff should ensure that the desktop computer is powered "on" and the user is logged "in" after working hours during the work week. The user must remain logged in to ensure connection to the individual's network drive space (U:) in which only that individual has read and write permission.
- A small script on each desktop computer runs through a scheduled task setup by the Cartographic Applications Specialist under the Windows OS. The scheduled task is run at a user specified time (to accommodate flexible working hours) during working days only (weekends excluded).
- This script compares all data within C:\Projects with U:\ProjectsBackup (a network drive) and ensures an exact copy (mirror) is maintained. Any new files are added, changed files are re-copied and deleted files are removed. Some file types are excluded such as movie, music and sound files.
- This script also mirrors other user specific data (non-project related) such as Internet Explorer Favorites, Desktop Icons and user customized Application settings. This is mirrored on U:\DocsAndSettingsBackup.
- A log file of all backup activity performed is created in C:\Projects.
- Other scripts running daily on a Publishing Services server automatically checks the date of the log file on each computer. If the date is wrong, then the system knows the backup did not occur due to one of two reasons. The user was not logged in (or the computer was shutdown) or the user's network password has changed and does not match the network password in the scheduled task. The script sends an email to inform the user that the backup has not occurred and provides the instructions to remedy the problem.
- A complete list of all Publishing Services backup successes and failures is also emailed to the Cartographic Applications Specialist for monitoring purposes.
- If an employee loses or damages a file and needs to recover the previous day's version of the file, the employee need only to copy the file back from the corresponding directory on U:\ProjectsBackup.
- If an employee loses or damages a file and needs to recover an older version than the previous day's version of the file, the employee should contact the Shared Services Office's Helpdesk and provide the filename and date from which it is to be recovered. The Helpdesk will retrieve the specified file and place it in a user specified folder on the U: drive. Some time may be required to retrieve the file if it exists on an off-site backup tape.

4.3 NETWORK DRIVES

- Some Publishing Services staff store work related data and documentation on a network drive (Q: R: U: V: and W:).
- Most ISO documentation and production databases are stored on a network drive or NRCan web server as well.
- Network drives and NRCan web servers are backed up by the Shared Services Office of NRCan using a Legato backup system. The system provides regularly schedule backups of all network drives. The schedule is based on a 48 week cycle. Weekly backups are kept for 6 weeks. Rotational backups are kept for 48 weeks off-site.
- If an employee needs to recover a file, the employee should contact the Shared Services Office's Helpdesk and provide the filename and date from which it is to be recovered. The Helpdesk will retrieve the specified file and place it in a user specified folder/network drive. Some time may be required to retrieve the file if it exists on an off-site backup tape.