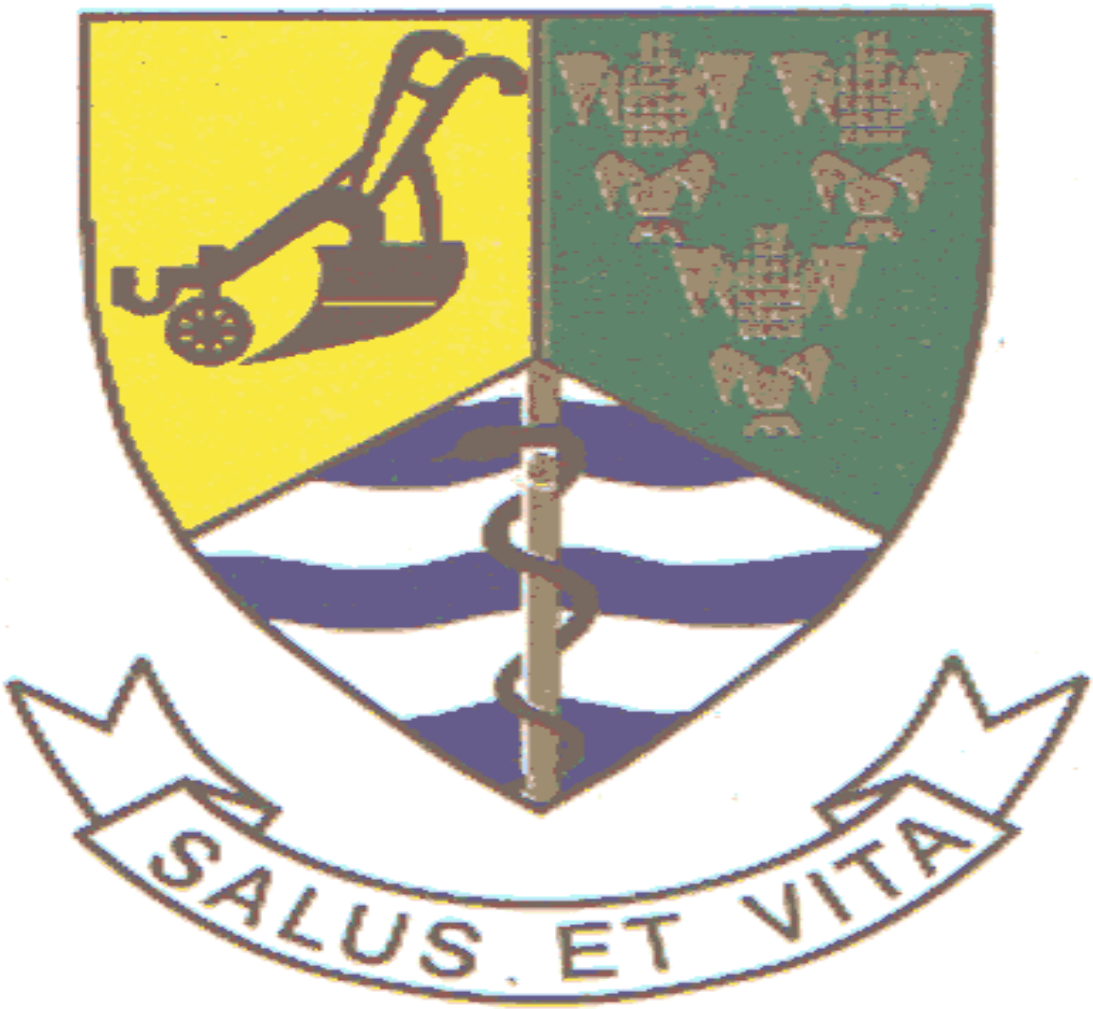
USER MANAGEMENT POLICY



Date: 04/12/2009

Approvals

Head of Department

Signature…… Date……

Municipal Manager

Signature…… Date……

Divisional Manager: Information Management

Signature…….. Date……..

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1. Introduction

Bela-Bela Local Municipality recognizes the Municipal information resources as strategic and vital assets belonging to the community of Bela-Bela. These assets require a degree of protection commensurate with their value.

Information resource system must be protected from unauthorized access, loss, contamination, or destruction. Proper management and protection of Information resource systems is characterized by ensuring confidentiality, integrity, and availability of the systemThis policy defines backing-up of computer information systems and electronic data which are valuable assets to the Municipality. These critical data are stored on File (Data) servers, Exchange servers (mail-box data), Application servers and Personal computers.

This data can be categorized as:-

- Personal User data
- Business Unit data
- Shared data
- Databases
- Application / System data

2. Purpose

The purpose of the Backup policy is to provide the continuity, restoration and recovery of critical data and systems. The IT office needs to ensure that critical data are backed up periodically and copies are maintained at an off-site location.

3. Scope

Bela-Bela Municipality's backup system will be designed to recover from "catastrophic loss," meaning complete destruction of a machine, set of machines, or the entire environment. It will also cover disk hardware failure, where only part of a machine needs recovery. The objective is disaster recovery as opposed to recovery for user mistakes.

A site effect of the backup system is the ability, in many cases, to restore individual files or sets of files for individual users. Doing this takes some time, thus priorities must be considered.

4. Definitions

- ***Backup*** – is the process of copying active files from online disk to tape so that files may be restored to a disk in the event of equipment failure, damage to or loss of data.
- ***Archive*** – is the process of moving inactive files form online disk to a tape, i.e. deleting the files from copying them, in order to release online storage for reuse.
- ***Restore*** - The process of bringing off line storage data back from the offline media and putting it on an online storage system such as a file server.

5. Scheduling

A ***grandfather-father-son*** rotation scheme will be operated; incremental backups run overnight from Monday to Thursday (daily backup) and full backup (i.e. weekly backup) run on Fridays are rotated on three weeks basis. One full backup each month (i.e. monthly backup) will be made.
Complete backup sets will be retained for a minimum of five years and incremental sets will be maintained for a minimum of one month.

Backups will generally be performed at night, on occasion particularly when a run fails; the IT office will perform one or more backups during workdays, but these will be done with a goal of minimizing impact on users while accomplishing the backup and only when necessary.

6. Data to be Backed up

Users data stored on the home directories
System state of all servers
Systems to be backed up include:
Exchange Information Store
Mailboxes
Financial System Files
Software
Backups
All databases (i.e. SQL)

7. Excluded extensions

On ***home directories folders*** not all files will be backed up; the following are extensions that will be omitted:

- ✓ Mpeg
- ✓ Mpa
- ✓ Mp2
- ✓ Mp3

- ✓ Mp4
- ✓ Exe
- ✓ Vob
- ✓ Wsf
- ✓ Wma
- ✓ Wav

8. Procedures

Son - Incremental backups will be performed daily from Monday to Thursday. The tape will be add-on with new information created.

Father - A full systems and data backup will be performed weekly. Weekly backups will run on Fridays and the tapes will be rotated 3 times in the month.

Grandfather - Monthly backups will be made on the last Friday of each month and stored for a minimum period of 5 (five) years there after it will be handed to Provincial Archives and archived where required under the classification system as in use by the Limpopo Government Administration.

8.1. Tape Storage

All weekly and monthly tapes must be stored on the fire proof safe at one of the Municipal remote site which will be identified later. There will be maintained list which will be used to indicate the date of tape creation and the unique identification of the tape.

8.2. Tape drive cleaning

Tape drive shall be cleaned monthly and the cleaning tape shall be replaced every second month.

8.3. Restorations

Users that need files restored must submit a request to the IT help desk by completing Data Restore Request Form.
Information regarding the request where possible must include the file creation date, the name of the file, the last time it was changed, and the date and time it was deleted or destroyed.

9. Responsibility

9.1. Information Technology Office

The Divisional Manager will delegate a member of the IT Office to perform regular backups. The delegated person shall develop a procedure for testing backups and test the ability to restore data from backups on a monthly basis. The designated person will take weekly and monthly tapes to offsite storage.

9.2. All Officials

All business critical data on local computers and notebook's hard drives must be copied or moved to a dedicated network share (to be identified) on a file server, where it will be backed up. Where such an action is not possible, as in cases where it is done away from access to Bela-Bela Municipality's network, the data must be copied over on the first available opportunity. It will be the sole responsibility of the employee, under all circumstances, to backup and maintain security regarding personal data.

In addition to workstations, officials will be allocated space per user, secured per user logon ID, on the File-servers. The onus is on the employee to ensure that the server space allocated is utilized to the optimum.