



## **Backup Policy**

### **Ndlambe Municipality**

#### **Contents:**

- 1. Purpose**
- 2. Scope**
- 3. Policy**
- 4. Availability**
- 5. Responsibilities**
- 6. Procedure**
  - 6.1 Munsoft**
  - 6.2 E-mail: Zimbra Collaboration Suite**
  - 6.3 Anti-virus: Kaspersky**
  - 6.4 User documents**
    - 6.4.1 Document approvals**
    - 6.4.2 Change history**



## **1. PURPOSE**

The purpose of the backup plan or procedure is to ensure continuous service. An effective continuous service process minimizes the probability and impact of a major IT service interruption on key business functions and processes.

## **2. SCOPE**

The backup procedure forms part of the Ndlambe Information Strategy. Automated backups are performed on a daily basis.

## **3. POLICY**

This procedure adheres to Ndlambe Municipality's Data and System Security policy. (Section 7.3)

## **4. AVAILABILITY**

The continued availability and usability of services in accordance with business requirements must be ensured by implementing appropriate measures to prevent and recover from the loss of data due to acts of persons, system failures or disasters.

## **5. RESPONSIBILITIES**

Network System Administrators are responsible for system backups.

## **6. PROCEDURE**

### **6.1 Munsoft**

All the Munsoft data and system configurations are backed up to a offsite backup in Johannesburg by ITNA on a daily schedule

### **6.2 E-Mail: Zimbra Collaboration Suite**

Zimbra has its own incremental backup function.

The Zimbra internal backup creates both daily and weekly backups. An incremental backup is created daily at 01:00am consisting of all changes in user data. A full backup of all system and user data is created on a weekly basis. A backup report is automatically sent to the IT manager on a daily basis for monitoring purposes.

### **6.3 Anti-Virus: Kaspersky**

Kaspersky Administration Server is setup to back up at 2:00am on a daily basis.

All the configuration data, licensing, updates, statistics are included in this backup. A backup report is automatically sent to the IT manager on a daily basis for monitoring purposes.



#### 6.4 User documents

Domain user's My Documents folder content are automatically saved on the NAS servers (Nas-fin01 and NAS-corp01)

##### 6.4.1 Document Approvals

Role	Position	Name of Approver	Approval Signature	Date Approved

##### 6.4.2 Change History

Effective Date	Rev. Letter	Document Author	Description of Change