

# **LACCD college and Educational Services Center (ESC) Information Technology (IT) systems Backup and Disaster Recovery Standards and Procedures.**

In order to meet ACCJC Accreditation Standard IIC3 Technology Resources that identifies that the institution assures that technology is implemented and maintained to assure reliable access, safety, and security the following standards and procedures are established to be implemented at all LACCD Colleges and locations where LACCD offers courses, programs and services. Technology advancement shall be utilized whenever possible to reduce disruptions to the business process and to increase the security of IT System.

## **Two (2) tiers will be established for IT Systems.**

- Tier 1 will include all mission critical and production systems necessary to operate the IT Services that require the highest level of protection and recovery capability.
- Tier 2 will include important systems that are important and would disrupt or degrade but not eliminate necessary IT services and require a lower level of protection than Tier 1.

## **IT Systems Backup Frequency**

- Tier 1 shall have a full backup done no less than once a week and four (4) daily incremental backups during the business week between full backups.
- Tier 2 shall have a full backup done no less than once every two weeks and shall have nine (9) incremental backups during the business week between full backups.

## **Number of copies of IT Systems Backups**

- Tier 1 and Tier 2 shall have a minimum of three (3) total independent full copies of each backup. Incremental copies will not count as independent copies.
- Two (2) backup copies shall be kept locally for recovery in the event of Partial Failures where only some systems are experiencing an outage. The two copies may be on the same dedicated backup storage system.
- A third copy shall be kept offsite (remote site not on campus) in an offline mode, for Total Failures where the entire local site is experiencing an outage and cannot be brought back online to meet the business needs.
- Primary Storage shall not be used as one of the 3 independent copies.

## **Retention of copies of IT Systems Backups**

- Tier 1 IT Systems backup copies shall be retained (stored) a minimum of 30 days at the offsite location
- Tier 2 IT Systems backup copies shall be retained (stored) a minimum of 15 days at the offsite location

## **Recovery**

- **Partial Failure**  
In the event of a Partial Failure the latest local copy(s) of IT systems shall be used for recovery at the primary (local) site. If the failure is at the File level, then the latest local copy of IT systems files shall be used for recovery
- **Total Failure**  
In the event of a Total Failure the latest remote copies of IT systems shall be used for recovery. If the primary(local) site cannot be used for recovery, then the remote site shall be used as the recovery location. When the primary site is available the IT Systems shall be resorted back to the primary site for operation.
- **Notification**

LACCD ESC IT Management shall be notified in the event of total Failure.

### **Testing**

Backups will be tested quarterly and disaster recovery will be tested annually.

### **Roles and Responsibilities**

Recovery shall be the responsibility of the local IT team. Recovery using Remote Backup or Data Center shall be a joint effort between the Local and ESC IT Teams with College IT taking the lead. In the event that the local (primary) site is not available for recovery to achieve business objectives, then the ESC IT will assist College IT in coordinating the recovery.