JSANDS Data Backup Policy

Purpose:

To set forth principles, procedures, and responsibilities for data backups and recovery of critical systems and services provided by JSANDS technical team when a service disruption occurs.

Definitions

For the purpose of this policy:

MOH: Jordanian Ministry of health.

JSANDS: Stands for Jordanian stillbirth and neonatal surveillance system

JSANDS system: A software developed to register all the births information in Jordan and all the stillbirths and neonatal deaths.

JSANDS website: A website developed for the use of the JSANDS project.

Project: Is the JSANDS developing and implementing project.

JSANDS team: This team includes all the members who are working on this project: researchers, project team, and Jordanian ministry of health employees who are working on the Directorate of Non-communicable diseases. Those members have access to the project information or statistics. This team doesn't include the users who are using the system in the hospitals.

JSANDS users: Health care professionals and hospitals administrative staff who have access to the JSANDS system.

ADMIN user: This is a user that have full access to all hospital and have additional privileges that will be mentioned later.

DATA owner: Is an individual who is accounting for a data asset. In this project the data owner is the MOH.

ITC Center: Information Technology center in Jordan University of science and technology.

JUST: Jordan University of Science and Technology.

VM: Virtual Machine.

OS: Operating system.

VEEAM: A software to take backup for virtual machines.

General technical Information:

The JSANDS system and website are installed on servers in the ITC center in the Jordan University of science and technology (JUST). The servers are in a controlled server's room that uses high accessing restrictions to guarantee the servers physical safety. The ITC is using virtual machines (VM) technology (Microsoft Hyper V) to provide a suitable resource for each service.

Policy:

Technical team from JUST Information Technology and Communications center maintain a data backup strategy to ensure that JSANDS Information services could able to be recovered and restored during interruptions or disruptions.

Procedure:

A- The entire VM (OS + data) is copied from the production storage to the backup storage using VEEAM backup system.

B. The entire VM is copied once a day using VEEAM reverse incremental backup technique. The reverse incremental backup method produces a backup chain that consists of the last full backup file (VBK) and a set of reverse incremental backup files (VRB) preceding it.

C. Full backups are required immediately prior to major changes and / or upgrades to the systems.

D. At least two backup cycles shall be maintained. One cycle will store the backup data in the local storage in the main site, and one will be stored in the offsite backup storage which is located 16 Km away from the main data center.

E. A minimum of four test recovery operations shall be performed by database administrator annually.

H. The backup process is documented electronically in backup system logs

I. All Backup images must be deleted before being disposed.

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