Backup Process for Ellucian Colleague at SWTJC.

Colleague backup Process (1):

- Create Operating System backup (Ignite Recovery)
- Create a full file system backup
- Create automated daily backup
    - Tape backup gets replaced every morning for a period of 2 weeks.
    - Tape backup is sent to a different building twice a week.
    - Backup tapes get replaced yearly
    - End of Year Tape is kept if requested by Business Office

System Recovery Process:

Critical items to have before system recovery

The following are critical items to have BEFORE a disaster happens:

1. System ignite make_tape_recovery
2. Full file system backup
3. Install and Application DVD's
4. Code words to Unlock Application Software
5. Any Application specific code words or keys
6. HP Support Phone Number, Service Account, and Service Agreement ID.

Colleague System backup Process Disk Failure (2):

- Create Mirror Disk on MSA 30
- Create Mirror Disk on HPUX
  If hardware failure on disk. Replace disk (hot swap)

Note: server maintenance day (SMD) should be scheduled once a month for patches, upgrades, and system performance checks. This day should be scheduled last day of the month, or last week of the month. This day should be coordinated with all business critical departments: Business Office, Admissions, Registrars, and Financial Aid etc.

Fortis Student Document Imaging System Backup

Back up Process:

- Install the Replay Client on Fortis server
- Create a snap shot of the Fortis server
- Schedule Replay Software to take snap shots of the server when the imaging data has changed.

System Recovery:

- Install operating system on a system (physical or virtual)
- Install Replay Client and restore Fortis system

Option 2:

- Restore files using Replay Software.

Option 3:

- The Fortis system has built in generic backup. The lost file may be restored by copying the bak file and renaming it to the original and remapping the links.

Note: Have support phone numbers and service agreements available.

The Replay Backup Server is located in a different location than the IT Dept.

Estudias System Backup

Backup Process:

- Install the Replay database client on Estudias server
- Create a snap shot of the Estudias server
- Schedule Replay Software to take snap shots of the server when the data has changed.

System Recovery:

- Install operating system on a system (physical or virtual)
- Install Replay database client
- Restore Estudias system

Option 2:

- Restore files using Replay Software.

Note: Have Estudias support phone numbers and service agreements available.

The Replay Backup Server is located in a different location than the IT Dept.