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# BACKUP SOLUTIONS FOR SCHOOLS

Advice and Guidance

ICT & Digital



Coventry City Council

### Revision History and Approval

Date	Author	Version	Comments	Approval
26/02/2014	Alison York	1.00	Initial Draft for Review	
9/02/2015	Julian Small	2.00	Redesign for Review	
30/5/2019	Julian Small	3.00	Redesign for Review	
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### Reviewers

Name	Role	Business Area
Alison York	ICT Application Management Officer	Resources - ICT
Julian Small	ICT Infrastructure Operations Officer	Resources - ICT
Dee Joyce	User Support Lead	Resources - ICT

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# ICT Services Advice for Backup Solutions in Schools

It is essential that the supported school **server** has a regular good backup. In the unfortunate event of theft, fire, virus, system failure or data corruption your data can then be restored.

Commented [HJ1]:

## Recommendations

ICT Services currently recommend Safedata Cloud Backup for Schools. It is a fully automated, online backup and data recovery service which simplifies the management of backups for schools.

The Safedata Backup for Schools automatically protects data residing on servers according to retention policies and schedules set by the user. Data is compressed, encrypted and sent to one of the secure, state of the art Safedata UK data centres before it is then replicated to a second secure data centre thus assuring that the data is safely offsite for disaster recovery protection..

If data recovery is required, users can simply select the data to restore using an intuitive interface.

Safedata Backup for Schools currently protects data for over 50 schools within Coventry.

Benefits of Safedata Backup for Schools Include:

- No capital outlay for storage and backup equipment
- No maintenance costs
- Data is encrypted and is stored off site in Safedata high security data centres
- No tapes and tape management issues
- Maximum data availability and data security
- No need to acquire and maintain specific storage technical knowledge or management
- Consistent regular data backups with minimum human intervention
- Safeguards the confidentiality of school data through strong encryption
- Flexible data retentions to comply with internal policy regulations
- Rapid data recovery online or with an optional data recovery appliance
- Reduces the time that school admin staff will have to spend on checking backups
- Removes the onus on schools to store tapes/data cartridges and therefore eliminating any financial risk that could be had if tapes/data cartridges were lost/stolen

**N.B.** More than one person needs to be aware and responsible for the process of checking that a backup has been successful.

## Safedata Cloud Backup Solution

### Introduction

Safedata is a cloud backup solution that negates the use of tapes and associated storage of them at school sites. All Backups are Encrypted and stored at two datacentres in the UK. Coventry City Council ICT Service have access to a console which shows the status of backups at all schools using Safedata over 90 days, in addition to this daily backup reports can be sent by email to specific email accounts at each school.

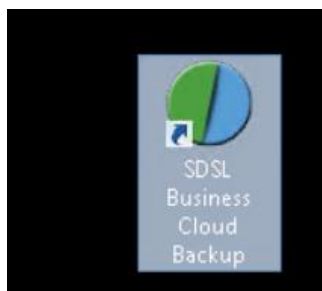
The cost of the Safedata Backup solution is a yearly fee, determined by the amount of data selected for backup by the School Client Account.

### Safedata Client Software

The Safedata client agent is installed on the server to be backed up. The Desktop Icon on the server is as below, in the taskbar:



Or on the Desktop of the Server:



The Safedata client automatically updates itself to ensure it is running the latest version.

### Schedule

The backup Schedules are generally set to run Mon-Fri between 21:00 and 23:00. When the Safedata Client is first installed on your server, the first backup it performs is a full backup. Every scheduled backup after this is incremental.

### Backup Sets

There are generally two types of backup set used per server;

#### Files and folders

Known as the File Data Backup Set

This backup includes all the files and folders in the user's areas, the live drive, and the pool drive.

#### SQL Data

Known as the SQL Data Backup Set

This backup specifically backs up the Sims, finance and solus database files

### Report Notifications

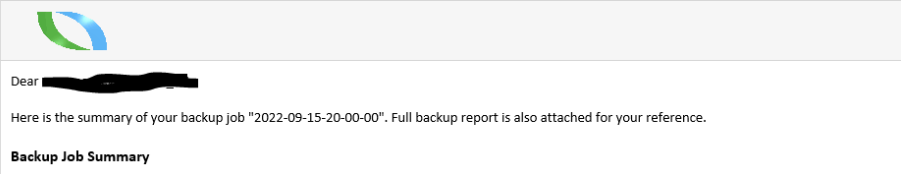
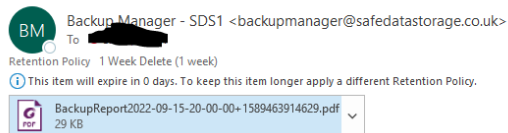
The backup reports are configured to be sent out on a daily basis once the backup is complete. These reports can be sent to multiple email addresses. It is recommended that more than one person on site receives these emails to cover for sickness and absence or annual leave.

The Daily report email should be read and checked every day. It is imperative that the school check these logs on a daily basis. If there are any errors or the backup is failing, it is the schools responsibility to notify the ICT service desk. If this is not done then in the event of data loss or restore requests, you may not have a valid backup from which to restore. This will lead to data needing to be re-input / work needing to be redone.

It is also recommended that each daily report is kept in a 'Daily Backups' email folder and retained for minimum three months.

Your successful backup email notification will look like this:

Backup Report [OK] > [REDACTED] File\_Data > Job 2022-09-15-20-00-00



A successful Backup report should look like this:

User	[REDACTED]
Backup Set	[REDACTED]_File_Data
Destination	SDSL_CBS
Data Size	300.51G
Retention Size	7.34G
Backup Quota	450G
Remaining Quota	142.16G
Backup Job	2022-09-20-20-00-00
Job Status	OK
Backup Time	20/09/2022 20:00:08 BST - 20/09/2022 20:04:23 BST
IP Address	[REDACTED]
New Files	98(386.2K)
New Directories	82
New Links	0
Updated Files	29(619.3K)
Attributes Changed Files	0(0)
Deleted Files	0(0)
Deleted Directories	0
Deleted Links	0
Moved Files	0(0)

### Email warnings

N.B. You may receive email warnings stating that your backup selection is reaching, or has exceeded 90% of your quota limit. In these instances you will need to contact ICT services and discuss the need for increasing your backup bundle size.

If your backup selection exceeds your backup quota by over 5%, the backups will fail and you will not be protected.

If your backup fails for any reason, please raise an incident on the service desk

*Phone number: 024 7678 6620 (open Monday to Friday 8am - 5pm)*

Request Email: [schoolsictrequest@Coventry.gov.uk](mailto:schoolsictrequest@Coventry.gov.uk)

Incident email: [schoolsict@coventry.gov.uk](mailto:schoolsict@coventry.gov.uk)