Pittsburgh Public Schools
Standard Operating Procedure

Backup and Recovery Guidelines
Office of Information and Technology

OIT-005

Backup and Recovery Outline

Overview

Summary of what critical systems are backed up, the frequency they are backed up and where the data is stored.

Pittsburgh Public Schools Office of Technology performs backups of our server systems daily. A full backup on Friday night and incremental backups on all other nights. Two different systems are in place to accomplish this. The newest is Avamar, storing the data on a Data Domain (Redundant Disk Storage). The other system, maintained for legacy systems not supported on Avamar, is Commvault. Commvault uses tapes to hold the backup data long term, greater than 15 days, the tapes are stored offsite.

Backups of Active Directory are completed daily for both administrative and student domains. These are also stored offsite.

Weekly backups are maintained for one month and monthly backups are maintained for one year. The backed up data from January 1st and July 1st is maintained for seven years, on tapes housed offsite.

For disaster recovery, the district's critical servers, PeopleSoft Financials\Human Resources and Active Directory, have database backups encrypted and stored offsite using Microsoft OneDrive. The new ERP system (Tyler Munis) will be stored in the same fashion.

The student information system (eschool+) and e-mail service (Exchange Online) are hosted solutions and the vendor maintains backups, the same with all hosted applications and services the district employs.