



CITY OF MADISON INFORMATION TECHNOLOGY

Backup Systems Policy

Overview

Effective: 10/01/2018

Amended: 06/16/2021

Objective: Establish a policy to restore information in the event of an incident or disaster.

Contact: Network Administration, netadmin2@cityofmadison.com

Policy

Full Backups

Backup of all files on the network.

- Occurs weekly; weekends during non-peak network utilization times: 6:00pm Friday – 7:00am Monday.
- Retained for four (4) weeks.
- Last weekly backup of each month is classified as a monthly backup and is retained for three (3) months.

Incremental Backups

Backup files that have been modified since the last full backup.

- Occurs daily; Monday through Friday during non-peak utilization times: 6:00pm – 7:00am.
- Retained for seven (7) days.

Restoring Files

- To restore archived data, backup media devices, servers, and software will be kept as long as archived data exists for that media.
- Requests to restore data (i.e., spreadsheets, word processing documents, email, application data, etc.) – so long as it was removed from the network three (3) months or less from the date of the request – can be accomplished by submitting an email or phone request to the IT Help Desk.