







Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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| SOP File Number: | CIO-MIS-DW-02 |
| SOP Version: | V.001 |
| Document Owner: | CHIEF INFORMATION OFFICER |

STANDARD OPERATING PROCEDURE: MONITORING OF DAILY BACKUPS AND REPLICATIONS

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| Approval Date | 26 October 2017 |
| Commencement Date | 26 October 2017 |
| Review Date | 26 October 2018 |
| Periodical Review | Annual |
| Resources | Staff, Budget, ICT Equipment, Relevant Software |
| Intent of SOP | To document the standard operating procedure (SOP) for the daily monitoring of backups and replication schedules to assist the relevant MIS officials in rendering the service. |
| Scope | The SOP applies to all officials involved in the process of rendering monitoring of daily backups and replications services within the Eastern Cape Department of Social Development. |
| Objective(s) | To provide integrated services and secured relevant information through sound ICT Governance to all customers. |
| Desired Performance | Daily success of Backup and Replication schedules. |

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| Definitions | <p>Terms and Acronyms:</p> <p>Veeam: means Veeam Backup solution</p> <p>ICT: means Information Communications Technology</p> <p>DWH: means Data warehouse</p> <p>D.D: means Deputy Director</p> <p>Backup:</p> <p>Replication:</p> |
| Key Performance Indicator | Number of Strategic Business Intelligence Reports Produced. |
| Principles | <p>The following principles must be central in all the interventions with children in alternative care:</p> <p>a) Confidentiality: means making sure that information is only seen by people who have the right to see it.</p> <p>b) Integrity: means making sure that information remains intact and unaltered.</p> <p>c) Availability: implies having access to your information when you need it.</p> |
| Compliance Measures | Backup schedules must be run on success. |

**STEP BY STEP GUIDE
MONITORING OF DAILY BACKUP JOBS ON VEEAM**

| Nr | Task Name | Task Procedure | Responsibility | Supporting Documentation | Service Standard |
|----|---|---|---|---|--|
| 1. | View Real-Time Statistics | <ul style="list-style-type: none"> Open the Backup & Replication view, in the inventory pane select Jobs, Last 24 hours or Running. In the working area, double-click the job. Open the Backup & Replication view, in the inventory pane select Jobs, Last 24 hours or Running. In the working area, right-click the job and select Statistics. | <ul style="list-style-type: none"> Deputy Director- Data Warehouse | <ul style="list-style-type: none"> Backup notification e-mail of Veeam Backup Report Viewed Real-Time Statistics | 20 minutes |
| 2. | View Job Session Results | <ul style="list-style-type: none"> Open the History view. In the inventory pane select Jobs. In the working area, double-click the relevant job session. Open the History view. In the inventory pane select Jobs. In the working area, right-click the necessary job session and select Statistics. | <ul style="list-style-type: none"> Deputy Director- Data Warehouse | <ul style="list-style-type: none"> Backup notification e-mail of Veeam Backup Report Viewed Job Session Results | 20 minutes |
| 3. | View Job Report | <ul style="list-style-type: none"> Open the Backup & Replication view. In the inventory pane, select Jobs. In the working area, select the necessary job and click Report on the ribbon. You can also right-click the job and select Report. | <ul style="list-style-type: none"> Deputy Director- Data Warehouse | <ul style="list-style-type: none"> Backup notification e-mail of Veeam Backup Report Viewed Job Report | 20 minutes |
| 4. | View Job Session Reports | <ul style="list-style-type: none"> Open the History view. In the inventory pane, select Jobs. In the working area, select the necessary session and click Report on the ribbon. You can also right-click the necessary session and select Report | <ul style="list-style-type: none"> Deputy Director- Data Warehouse | <ul style="list-style-type: none"> Backup notification e-mail of Veeam Backup Report Viewed Job Report | 20 minutes |
| 5. | Provide first line support to resolve the error | <ul style="list-style-type: none"> In case there is an error Resolve the error using previous experience and knowledge Search for the error message on Google and other websites to find a solution. Try some of the Internet solutions that you think are relevant to the error. | <ul style="list-style-type: none"> Deputy Director- Data Warehouse | <ul style="list-style-type: none"> Resolved error Or Sent e-mail to the Server Administrator requesting assistance | 1-3 days depending to the kind of an error |
| 6. | Request second line support from ICT Engineering section. | <ul style="list-style-type: none"> If the error is not resolved Notify ICT - D.D. Server Administrator about the error. Refer the error to the ICT- Deputy Director - Server Administrator by e-mail. | <ul style="list-style-type: none"> Deputy Director- Data Warehouse | <ul style="list-style-type: none"> Sent e-mail to the Server Administrator requesting assistance | 10 minutes |

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MONITORING OF DAILY BACKUP JOBS ON VEEAM**

| Nr | Task Name | Task Procedure | Task Procedure | Task Name | Task Procedure | Task Procedure | Task Procedure | Task Name | Task Procedure | Task Procedure | Task Procedure |
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| Nr | Task Name | Task Procedure | Task Procedure | Task Name | Task Procedure | Task Procedure | Task Procedure | Task Name | Task Procedure | Task Procedure | Task Procedure |
| 7. | Provide second line support assistance from ICT Engineering section | <ul style="list-style-type: none"> Resolve the error if not resolved Escalate / refer to Veeam Team. Resolve the call. | 1-3 days depending on the kind of an error | 8. | Perform ongoing research on Veeam backup and replication and other solution | <ul style="list-style-type: none"> Use google and other website to search for backup and replication solution. Compare solution results for their advantages and disadvantages. | Continuous | 9. | Monitor Veeam license contract | <ul style="list-style-type: none"> Open Veeam Console. Take in account the start and end of the licence. Inform ICT in six months about the expiry of the licence for upgrade procurement arrangements. | Continuous |
| 10. | Participate in Backup and Replication software upgrades | <ul style="list-style-type: none"> Participate in the software solution drafting specification. Ensure that the upgrade installation or implementation is according to the specification. | Completion of the upgrade | 11. | Ensure Monitoring of Backups schedules, Replication and testing | <ul style="list-style-type: none"> Obtain feedback on backup schedules, replication and testing from Data Warehouse Deputy Director. Sign reports on monthly basis. | 4 hours | | | | |

PROCESS RISKS

| Risk Name | Risk Description | Probability (H/M/L) | Impact (H/M/L) | Control Description | System / Manual |
|-------------------|--|---------------------|----------------|--|-----------------|
| Shortage of staff | The Data Warehouse unit has only one official; in the case of unavailability of the official, no one is taking the responsibility of monitoring the backups. | H | H | To motivate for funds to advertise the post of Assistance Director to assist the current official. | Manual |
| Unresolved error | Unavailability of Internal technical Veeam specialist to correct the error as soon as it has been realised. | H | H | To motivate for contract employment of the Specialist through SLA. | Manual |

LEGISLATION, POLICIES, PROCEDURES, LEGISLATION & OTHER DOCUMENTATION (i.e. SOPs)

| Document Name | Section Description or Document Description | Effective Date (if applicable) |
|---|---|-----------------------------------|
| Constitution of the Republic of South Africa (1996) | Constitution of the Republic of South Africa Section 32(1)(a) of the Constitution of the Republic of South Africa, 1996 provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights. | 1996 |
| The Promotion of Access to Information Act, 2000 (PAIA) (Act No. 2 of 2000) | The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereinafter referred to as "PAIA") is the national legislation which was enacted to give effect to the constitutional right of access to information. PAIA gives all South Africans the right to have access to records held by the state, government institutions and private bodies. | 2000 |
| ISO 27001: (2005) | Information Security Management System ISO 27001:2005 (10) (4) states that Business Continuity Management Maintenance of essential business activities during adverse conditions, from coping with major disasters to minor, local issues Information Security Management System ISO 27001:2005 (6)(3) states that Communications and Operations Management: Examines correct management and secure operation of information processing facilities during day-to-day activities | ISO 27001: (2005) |
| Protection of Personal Information Act (No 4 of 2013) | Section 19. (1) states that a responsible party must ensure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent - a) loss of, damage to or unauthorised destruction of personal information; | 2013 |
| Minimum Information Security Standard (MIS) | Minimum Information Security Standard (MIS) Chapter 4 (17) (17.1) The contingency plan of an institution must provide for the destruction, storage and/or moving of classified/sensitive documents in the event of an emergency in order to prevent the risk of being compromised. | |
| Public Finance Management Act (PFMA) | Section 45(a) states that the officials of a Department must take effective and appropriate steps to prevent, within that official's area of responsibility, any unauthorised expenditure, irregular expenditure and fruitless and wasteful expenditure and any under collection of revenue due; | |

AUTHORISATIONS

| Authorization: | Name: | Comments: | Signature: | Date: |
|--|---|-------------|---|------------|
| Quality Checked By Director : Management Information Services | N.A.Mazizi | |  | 11/10/2017 |
| Recommended By Chief Information Officer | P.M Cherlyan | Recommended |  | 23/10/17 |
| Approve By Acting Head of the Department | N.Baart | Approved |  | 26/10/2017 |
| Distribution and Use of SOP | All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors. | | | |