



## Information and Communications Technology – Data Backups Procedure

### 1. Guiding Principles

This procedure has been developed to ensure that all aspects of backup processes and procedures are identified and adhered to by WA Country Health Service (WACHS) Information and Communications Technology (ICT) staff.

### 2. Procedure

This procedure is designed to ensure WACHS ICT have formally adopted procedures and guidance applicable to the backing up of clinical and corporate data in each of the regions.

This procedure does not apply to core clinical or corporate application data under the responsibility of the Health Support Services (HSS).

- All backups are to be executed within the timeframes as per section 4.2.2 of regional Disaster Recovery Plans.
- All backup media must be stored off site in a safe, secure and environmentally sound location such as a fire proof safe with a minimum rating of four (4) hours.
- All media stored off site must be clearly labelled.
- WACHS is to use Symantec Back Up Exec suite as its back up software.
- All backups are to be performed by local ICT staff from the location of the regional back-up server/tape library.
- Monthly backups must be registered and recorded indicating successful completion or otherwise and signed off as such by a member of the ICT team. A full set of monthly tapes are to be archived.
- If a full month tape backup has been unsuccessful, the ICT Officer is to investigate immediately and determine whether the back-up can be re-started or, following consultation with their ICT Manager and Manager ICT Operations, it is approved to wait until the next logical back up cycle.
- Each region is to test their backups on a three (3) monthly basis to ensure their backup regime is working correctly and that folders and files can be recovered, and these results logged and results sent on a quarterly basis to Manager ICT Operations.

### 3. Definitions

Term	Acronym	Definition
Health Support Services	HSS	The HSS was established to drive the Information, Communications and Technology reform program, provide a focus on the importance of health information in our system and enable efficient and integrated technology services.

Term	Acronym	Definition
Disaster Recovery Plan	DRP	A plan that outlines the process and timeframes, communication strategy when there is an ICT disaster or pending ICT disaster.

#### 4. Roles and Responsibilities

This procedure is to be adhered to by all WACHS ICT Managers and ICT staff.

**All Staff** are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

#### 5. Compliance

It is a requirement of the WA Health [Code of Conduct](#) that employees “comply with all applicable WA Health policy frameworks.”

A breach of the Code may result in Improvement Action or Disciplinary Action in accordance with the WA Health [Misconduct Policy](#) or Breach of Discipline under Part 5 of the *Public Sector Management Act*.

WACHS staff are reminded that compliance with all policies is mandatory.

#### 6. Evaluation

A report is produced on a quarterly basis on the status of each of the region’s Data Backup and Testing results and is submitted to the IGC and WACHS Executive for information and monitoring.

#### 7. Standards

[EQulPNational Standards 14.9](#)

#### 8. Related WA Health Policies

[Information Security Policy](#)

#### 9. WA Health Policy Framework

[Information and Communications Technology Policy Framework](#)

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<b>Directorate:</b>	Corporate Services	<b>TRIM Record #</b>	ED-CO-13-65451
<b>Version:</b>	3.00	<b>Date Published:</b>	10 October 2016

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