

Old Dominion University
Technology Policies, Standards, Procedures and Guidelines

Compliance Procedure

Title: Review of Backup Logs Procedure
Reference Number: 3.4.2.3

Purpose

The purpose of this compliance procedure is to define the procedure in place with regard to completion verification of computer backups. The intent is to have nightly backup execution monitored regularly and abnormalities channeled to appropriate support staff for review.

OCCS utilizes automated enterprise software (tape management) to execute backups of the various servers within the data center. Time of day for execution is not limited to the non prime hours.

Procedures & Related Information

Server backups execute automatically at predetermined times.

Successful completion and/or failure of a specific server is posted as entries in the activity log viewed by Operations staff people.

Duty Operations staff people view the entire activity log on an hourly basis.

Summary reports are executed each morning and distributed electronically to key individuals and support team members.

Specifically, the Information Technology Manager is tasked to review these summary logs for abnormalities and initiate action to resolve any issues.

Such logs shall be kept in the Operations storage room for a period of 60 days.

The following excerpt from a summary report shows an example of an abnormality which should be noted and forwarded to the support team. Backups can complete in a variety of completion status indicators, however, OCCS is most concerned with "Missed" or "Failed" indicators:

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Super-User
<root@guana.server1.odu.edu>
>

01/26/2007 08:03 AM

To mmusacch@odu.edu, thendric@odu.edu,
unixlogs@list.odu.edu
cc

bcc

Subject ADSM Backup Results Midnight to 8:00am

IBM Tivoli Storage Manager
Command Line Administrative Interface - Version 5, Release 3, Level 0.0
(c) Copyright by IBM Corporation and other(s) 1990, 2004. All Rights Reserved.

Session established with server GUANA: Solaris 8/9
Server Version 5, Release 3, Level 2.0
Server date/time: 01/26/07 08:00:00 Last access: 01/25/07 23:58:01

ANS8000I Server command: 'q event unix_domain * begint=00:00 endt=07:30 f=d'

Policy Domain Name: UNIX_DOMAIN
Schedule Name: CCPO_BACKUP
Node Name: FALCON
Scheduled Start: 01/26/07 03:00:00
Actual Start: 01/26/07 03:00:11
Completed: 01/26/07 03:15:49
Status: Completed
Result: 0
Reason: All operations completed successfully.

Policy Domain Name: UNIX_DOMAIN
Schedule Name: LIONS_SERVERS
Node Name: CAPTIVA.LIONS.ODU.EDU
Scheduled Start: 01/26/07 03:00:00
Actual Start: 01/26/07 03:00:11
Completed: 01/26/07 03:09:44
Status: Completed
Result: 0
Reason: All operations completed successfully.

Policy Domain Name: UNIX_DOMAIN
Schedule Name: LIONS_SERVERS
Node Name: ISLAMORADA.LIONS.ODU.EDU
Scheduled Start: 01/26/07 03:00:00
Actual Start: 01/26/07 03:00:09
Completed: 01/26/07 03:11:09
Status: Completed
Result: 0
Reason: All operations completed successfully.

Policy Domain Name: UNIX_DOMAIN
Schedule Name: LIONS_SERVERS
Node Name: KEY-WEST
Scheduled Start: 01/26/07 03:00:00
Actual Start: 01/26/07 03:00:09
Completed: 01/26/07 03:04:50
Status: Completed
Result: 0
Reason: All operations completed successfully.

Policy Domain Name: UNIX_DOMAIN
Schedule Name: LIONS_SERVERS

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Node Name: FIJI
Scheduled Start: 01/25/07 14:46:18
Actual Start: 01/25/07 14:46:46
Completed: 01/25/07 15:15:28
Status: Completed
Result: 4

Policy Domain Name: ADMIN_DOMAIN
Schedule Name: IMAGE_BACKUP
Node Name: MANGANESE
Scheduled Start: 01/25/07 16:37:16
Actual Start: 01/25/07 16:37:19
Completed: 01/25/07 16:50:25
Status: Completed
Result: 0

Policy Domain Name: ADMIN_DOMAIN
Schedule Name: IMAGE_BACKUP
Node Name: BRASS
Scheduled Start: 01/25/07 16:37:16
Actual Start: 01/25/07 16:37:18
Completed: 01/25/07 16:49:28
Status: Completed
Result: 0

Policy Domain Name: ACAD_DOMAIN
Schedule Name: LEAD_BACKUP
Node Name: LEAD
Scheduled Start: 01/25/07 17:00:00
Actual Start: 01/25/07 17:00:04
Completed: 01/25/07 17:17:02
Status: Completed
Result: 4

Policy Domain Name: ADMIN_DOMAIN
Schedule Name: SAND_BACKUP
Node Name: SAND
Scheduled Start: 01/25/07 17:00:00
Actual Start: 01/25/07 17:00:03
Completed: 01/25/07 17:38:15
Status: Failed
Result: 12

Policy Domain Name: DMZ_DOMAIN
Schedule Name: DMZ_BACKUP
Node Name: SLATE
Scheduled Start: 01/25/07 17:05:45
Actual Start: 01/25/07 17:06:06
Completed: 01/25/07 17:20:15
Status: Completed
Result: 4

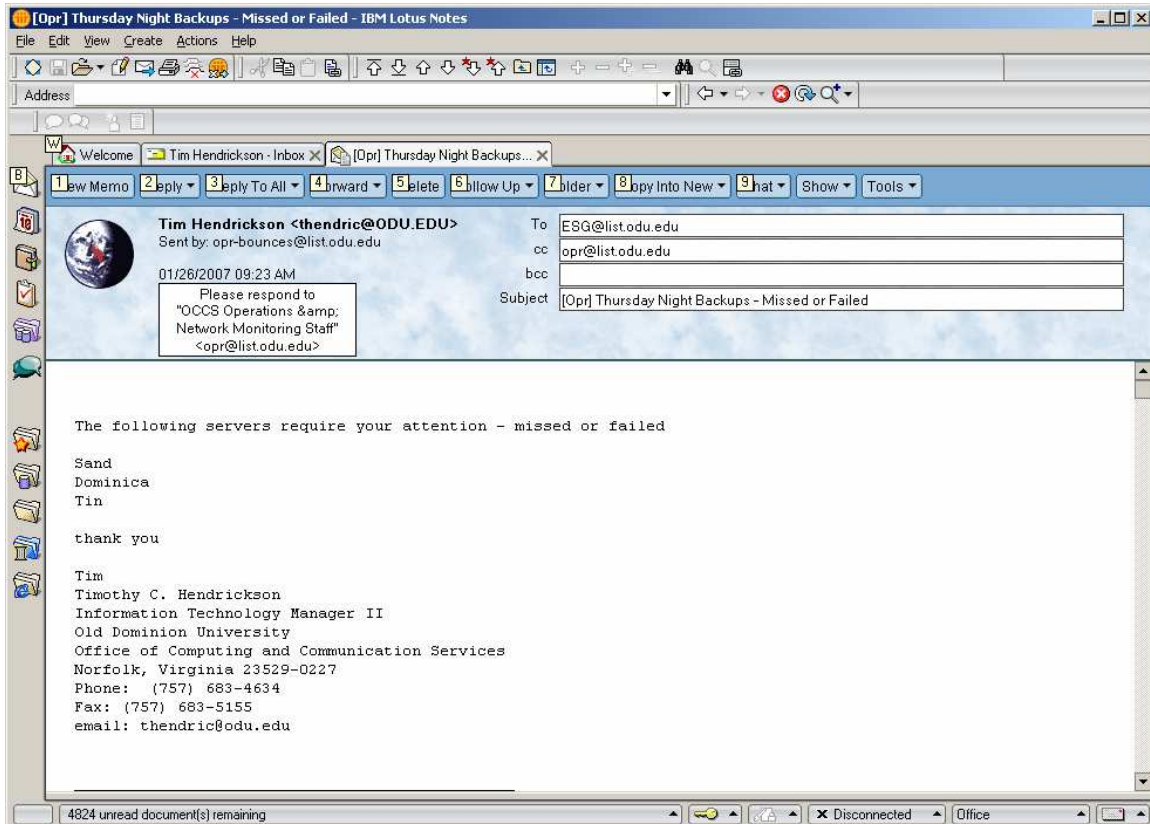
Policy Domain Name: DMZ_DOMAIN
Schedule Name: DMZ_BACKUP
Node Name: GYPSUM
Scheduled Start: 01/25/07 17:05:45
Actual Start: 01/25/07 17:06:05
Completed: 01/25/07 17:52:32
Status: Completed
Result: 4
```

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Note in the above document, many server backups completed, while the backup for server "SAND" failed to complete.

Upon review of all daily summary reports, it is the task of the Information Technology Manager to alert the support group regarding which servers failed to backup correctly. This is done electronically via email to an established mailing list of key support people.

An example of that process follows:



At this point, appropriate support staff have been notified regarding nightly abnormalities in backups. In this particular example the servers SAND, DOMINICA and TIN were pointed out as having completed in a non-standard mode and to be reviewed.

Definitions

OCCS is the acronym for the official name of the Office of Computing and Communications Services.

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Policy References

ODU faculty, staff and students are bound by all applicable laws, policies, standards and procedures and guidelines. For reference, some frequently referenced documents are noted. This is a non-inclusive list and not intended to limit applicability of any other law or policy.

Ⓢ Policy Foundation:	Federal and State Law Policy 3507 Operations Management
🔗 Related Standards:	IT System and Data Backup and Restoration Standard Server Management Standard Network Management Standard Change Management Standard Print Management Standard Physical Security Standard
📋 Related Procedures, Forms:	System Monitoring procedure Console Logging Procedure Customer Notification Procedures Alert Posting Procedure
📌 Related Guidelines:	System Monitoring Tips Call Out List Customer Contact List
✂ Maintenance:	Office of Computing and Communications Services
✓ Effective Date:	Reviewed on an annual basis
✓ Approved by:	Rusty Waterfield Acting Assistant Vice President, Office of Computing and Communications Services