



# SYSTEMS RECOVERY PROCEDURES

City of Helena/Lewis and Clark County IT&S

Information Security Policy Manual

## Version Control

---

Policy Code:	Systems Recovery Procedures	Approved By:	IT&S Steering Committee 3/24/2021 IT Board 4/8/2021
Owner:	IT&S	Effective Date:	4/8/2021

## Revision History

---

Date	Version	Created by	Description of change

# Table of Contents

- 1.1 RECOVERY PROCEDURES ..... 4
- 1.2 DATA RECOVERY ..... 4
- 1.3 RESTORATION REQUESTS ..... 4
- 1.4 UNITRENDS BACKUP APPLIANCE..... 4

## 1.1 Recovery Procedures

---

The Security Officer is responsible for maintaining detailed disaster recovery procedures for each major system containing sensitive and business critical data.

## 1.2 Data Recovery

---

Data recovery processes will be executed as follows:

- In the event of a catastrophic system failure, off-site backed up data will be made available to users within 3 working days if the destroyed equipment has been replaced by that time.
- In the event of a non-catastrophic system failure or user error, on-site backed up data will be made available to users within 1 working day.

## 1.3 Restoration Requests

---

In the event of accidental deletion or corruption of information, requests for restoration of information will be made to the helpdesk.

## 1.4 Unitrends Backup Appliance

---

Log in instructions to the Unitrends Backup Appliance are as follows:

<https://lcc-ccb-dba1.lccountymt.gov/ui/#/>

1. Select the Recover tab
2. Choose a date for restoration
3. Select Server
4. Select Recover Files
5. Browse drive, select file to restore