

RTO & RPO of File Services

Some Basic Definitions:

- File Services – Centrally hosted “Home” and “Common” storage space for the Campus Community.
- Home – Storage for an individual's files.
- Common – Shared storage for Departments and Groups.
- RTO – Recovery Time Objective – Amount of time acceptable to recover data.
- RPO – Recovery Point Objective – Amount of data you can afford to lose if it has to be recovered.

Home

- Backed up “disk-to-disk” using Microsoft DPM both locally and off-site in Laredo.
- Sync is every 15 minutes locally
- Sync is every hour off-site.
- Three daily recovery points locally – 8am, Noon, 6pm.
- Two daily recovery points off-site – 8am, 6pm.
- Data is retained for 15 days locally.
- Data is retained for 30 days off-site.

Common

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- Sync is every 15 minutes locally.
- Sync is every hour off-site.
- Three daily recovery points locally – 8am, Noon, 6pm.
- Two daily recovery points off-site – 8am, 6pm.
- Data is retained for 10 days locally.
- Data is retained for 30 days off-site.

Restore Requests

- The Systems Administration Team is able to restore data from 30 days up to the latest recovery point.
- Restores are requested via service requests to the IT Helpdesk.
- Requests should include the path to the folders/files needing to be restored and the closest time/date to when the files need to be recovered from.