Disaster Recovery Plan for ADS systems

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Contents

1. Introduction

This plan considers the ADS hardware and software systems.

The ADS has a series of servers located on campus and staff PCs and peripherals located in the ADS Offices. The servers are virtual machines and are maintained by IT Services. Off-site data storage is hosted by Amazon Web Services (AWS). Locally held original, preservation and dissemination data are regularly synchronised to servers at this remote site. The ADS also makes use of the university Network File System (NFS) and File Storage, both which are maintained by IT Services.

The actions described below are usually the domain of the ADS Systems Administrator or the ADS Administrator.

Generic contact details (see below for specific contacts)

Archaeology Data Service
Department of Archaeology
The King's Manor
York YO1 7EP
Phone: 01904 323954 (internal 3954)
Email: REMOVED
Web: https://archaeologydataservice.ac.uk

IT Services
The University of York
Heslington
York
YO10 5DD
Phone: REMOVED
Email: REMOVED
Web: http://www.york.ac.uk/it-services/

2. Access to the plan

This plan is located on Google Drive which is managed by the University of York. Access is restricted to ADS staff and associates. Digital and / or paper copies are also maintained off-site, as system or network failure may prevent access to the plan. These are currently held by the:

- ADS Deputy Director (off-site)
- ADS Systems Manager (on-site and off-site)

Other important information can be found here:

- Systems overview (Wiki page) LINK REMOVED
- PC inventory (Google doc) LINK REMOVED
- Off-site data storage (AWS) (Wiki page) LINK REMOVED
- University File Storage LINK REMOVED
- ADS wiki- the ADS wiki contains lots of useful systems information. A digital backup is held in the office on a pen drive, and off-site by the Systems Administrator (REMOVED). The wiki pages are also backed-up on the NFS drive for 30 days and a copy is saved on the archads drive once a month.
- Usernames / Passwords relevant to ADS systems - these are stored in LastPass, which is managed by the University of York.
- ADS and associated organisations domain information (Wiki page) LINK REMOVED
- Policy and Guide to the Insurances of the University of York
- Current ADS staff list

3. Production servers

Please see the systems wiki page (LINK REMOVED) for more information.

3.1 Hardware failure

Please contact IT Services for any ADS systems problems.

3.2 Hardware damage and theft

This is not relevant as the production servers are maintained by IT Services.

3.3 Data loss

Our important data is backed-up on the NFS for 30 days. This data can be accessed by going to the *.snapshot* directory on the relevant server. IT Services also maintain backups on tape for a longer period (3+ months) but this data is more difficult to access. Off-site storage is hosted on Amazon Web Services (AWS).

4. PCs and peripherals

The ADS supports a number of PCs as detailed in the PC inventory (LINK REMOVED) on Google Drive. Peripherals (printing, scanning, etc) are now provided by the University as part of the York Print Plus (YPP) service.

4.1 Hardware failure

Hardware is protected via a limited warranty (usually three years) which is a part of the purchase. Details of warranties are held in the ADS hardware inventory. YPP equipment is maintained centrally. To initiate a warranty claim, contact the supplier directly.

Maintenance beyond a standard warranty for PCs is not currently ADS practice. A policy of replacement is in place for major failure outside of warranty.

4.2 Hardware damage and theft

Maintenance contracts do not cover theft and accidental or malicious damage. The University of York has insurance to cover this but clearly recovery in such scenarios could be protracted. The University's insurance is handled by Campus Services which is situated in the Information Centre, Market Square.

In the event of damage to equipment, the ADS Systems Manager or his stand-in needs to supply a list of damaged or stolen equipment and its replacement cost to the ADS Administrator, who will further any claim.

4.3 Data loss

Facilities exist for staff to backup critical data from their PCs onto the *H:* Drive or File Storage (REMOVED).

4.4. Office Closure /Remote working

In the event that the ADS offices are closed, all staff will be instructed to work remotely wherever possible. Instructions for connecting from home can be found on the ADS Wiki (LINK REMOVED).

5. Catastrophic Disaster

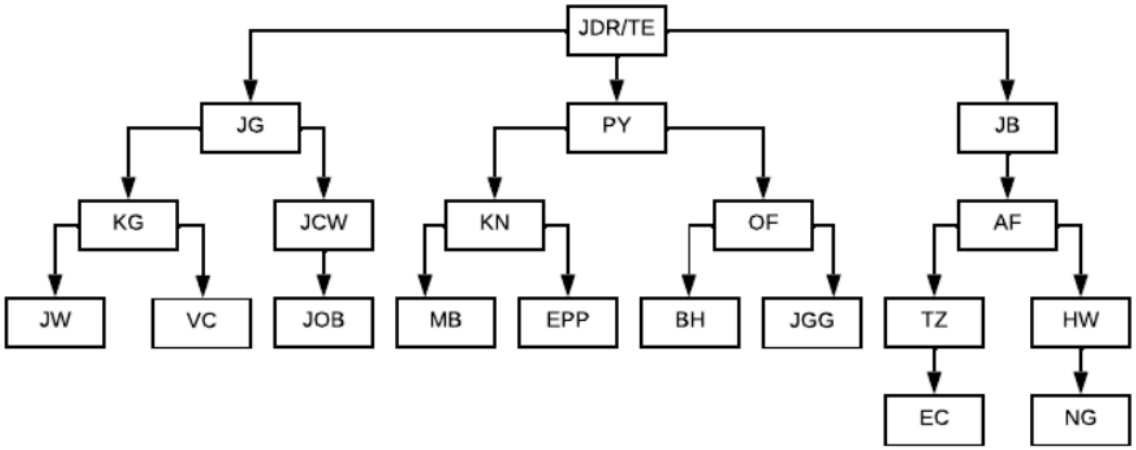
In the case of catastrophic systems failure the ADS would be reliant on IT Services. However, peripheral services and organisations such as the ADS are likely to have a very low priority in any large-scale failure.

In the event of a national or international disaster, multiple and distributed copies of data will help the chances of survival but cannot guarantee it. Furthermore, it

does not guarantee that there will be the will or wherewithal to resurrect and curate such data or indeed even the awareness of its survival.

6. Disaster action including avoidance

Swift action may avoid disaster or lessen the effects. For example, the effects of flooding might be lessened by moving equipment to areas that do not flood. In order to act quickly a means to cascade information to staff 'out of hours' is necessary by telephone. This is shown as a pyramid. In an ideal situation, information would cascade down from the top. However, the first person who becomes aware of a catastrophic situation will initiate a cascade by contacting the top. Some situations would obviously not require a full cascade. For example, if a server or service is down PY should be contacted directly in the first instance. If PY is not available then JPG or JB should be contacted. If neither are available a senior digital archivist should be contacted.



If someone is unavailable, jump to the next person. It may be necessary in some cases to call back the jumped person, depending on the situation (see examples below).

Initials	Name	Mobile
JB	Jamie Bradley	REMOVED

Initials	Name	Mobile
MB	Marco Brunello	REMOVED
VC	Valeria Carrillo Garza	REMOVED
EC	Evelyn Curl	REMOVED
TE	Tim Evans	REMOVED
OF	Olivia Foster	REMOVED
AF	Adam Fox	REMOVED
NG	Nicky Garland	REMOVED
JGG	Jamie Geddes	REMOVED
JG	Jo Gilham	REMOVED
KG	Katie Green	REMOVED
BH	Becky Hirst	REMOVED
KN	Kieron Niven	REMOVED
JOB	Jenny O'Brien	REMOVED
EPP	Emilie Page-Perron	REMOVED
JDR	Julian Richards	REMOVED
JW	Jen Weldon	REMOVED
JCW	Judith Winters	REMOVED
HW	Holly Wright	REMOVED
PY	Paul Young	REMOVED
TZ	Teagan Zoldoske	REMOVED

6.1 Example scenarios

The following describe some possible disaster recovery/avoidance scenarios that may arise.

6.1.1 Service failure

Scenario: One evening JDR notices that our main website is down.

JDR phones PY but there is no answer.

JDR phones JG who logs in remotely and ascertains the problem is Payara, which she restarts.

6.1.2 Loss of access to offices

Scenario: KN sees on the local evening news that a serious incident has occurred at King's Manor with access to the whole complex likely to be closed off for sometime.

KN phones JDR and TE in case they aren't aware of the situation. JDR / TE decides that the best option is for people to work from home the following day, where practical, or to seek computer access on campus. Also, staff should check university email for updates during the following day.

JDR phones PY who in turn cascades the information downwards.

PY phones JG who does not answer. PY makes a note to retry JG later on.

PY jumps to the next person in the cascade and phones KG successfully.

All other calls are successful in the cascade.

7. Other contacts

For any IT queries, including emergency situations please contact IT Services.

IT Services:
Tel: REMOVED
Email: REMOVED
Url: http://www.york.ac.uk/it-services