

## **Pilot Procedure for Centralized Offsite Media Rotation**

### **Purpose and Scope**

Instructions and guidelines for deposit and retrieval of backup media that needs to be included in the offsite rotation schedule.

### **Application**

Departmental & College IT Support Staff, DOIT Help Desk Student Assistants and their Supervisors

### **Definitions**

Sensitive Data - <http://tech.sfsu.edu/policy/safeguarding-information>

### **Purpose**

This document is intended to provide baseline standards that will assist each SF State institutions in developing the procedure and guidelines for deposit and retrieval of backup media that needs to be included in the offsite rotation schedule.

### **Additional Considerations**

Due to the cost of retrieving media outside of regularly scheduled rotations, offsite rotation is recommended for disaster recovery purposes only.

Departments will incur no charges for use of the current rotation arranged with Iron Mountain as long as their weekly media volume does not exceed 60% of current case's internal dimensions of 12.25" x 10.25" x 5."

Media request call backs from Iron Mountain (for out of cycle or non standard rotations) cost between \$250 to \$400. Costs associated for out-of-cycle call backs (requests for media other than the regularly scheduled return which is approx every 2 weeks or the following

Thursday after the first and third Tuesday of every month's drop off) will be incurred by individual departments on a pro-rata or per event basis as levied by Iron Mountain.

## Procedure

<b>Step</b>	<b>Actor</b>	<b>Procedural Action</b>
1	Depositor	<p>All data on the media sent for offsite storage should be encrypted unless the provider can attest that no sensitive data is stored on <u>any</u> of the media provided each week.</p> <p>Should the media be lost or stolen, encryption removes the need for a Breach Notification under CA law and overall reduces the labor hours needed to determine whether the media might have contained sensitive data. (Generally more time-intensive than the effort to encrypt in the first place.)</p> <p>a) Media containing sensitive data <b><u>must be encrypted</u></b> with at least 128-bit key length algorithm.</p> <p>b) The decryption key should be known and secured by at least two other persons in the department for recovery purposes.</p> <p>c) A description of sensitive data is at the SFSU Secure Computing Website at <a href="http://tech.sfsu.edu/policy/safeguarding-information">http://tech.sfsu.edu/policy/safeguarding-information</a></p>
2	Depositor	<p>Media should be deposited at the DoIT Help Desk (ADM 110) by 3PM on the Thursday before the first and third Tuesday of every month. (<i>For more information about the Walk-in hours, please go to <a href="http://tech.sfsu.edu/support/">http://tech.sfsu.edu/support/</a></i>)</p>

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3	Depositor	Media from the previous rotation can be picked up on the Thursday after the first and third Tuesday of every month.
4	Depositor	All media must contain a label (code) with the name of the department/college they belong to and the name and phone number of the contact person. Format of the code is <b>DEPTID-Media#</b>

<b>Step</b>	<b>Actor</b>	<b>Procedural Action</b>
5	<i>Depositor</i>	<p>For security and media protection (media will not be individually buffeted from other media in the same Iron Mountain container),</p> <ul style="list-style-type: none"> <li>• Media should remain in its original plastic case if DLT tapes or neoprene cases</li> <li>• AND</li> <li>• Be wrapped in an envelope or sealed pouch with the department label covering the opening to indicate any tampering.</li> <li>• It is highly recommended to store hard drive or external hard drives also be in a protective casing and wrapped in an envelope or paper cover with the department label on the outside.</li> <li>• No aggregate media dimensions can exceed the Iron Mountain plastic container internal dimensions of 12.25" x 10.25" x 5."</li> <li>• <b>Depositor should place in container, housing or bag that would indicate or prevent opening. (Initialed label that indicates if torn or opened.)</b> Wrapped media will never be opened by DoIT staff or Iron Mountain for the purpose of the rotation.</li> </ul>
6	<i>Depositor</i>	<p>Tape &amp; media volume (volume of media in weekly drop-off) unfortunately cannot currently vary dramatically from week to week due to volume based contracts with our offsite vendor. For permanent changes in volume of offsite rotation please contact DoIT Help Desk (415-338-1420).</p>

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7	<i>Depositor</i>	Litigation Preservation Notices override any department or college's standard rotation schedules and procedures. If you have an active Preservation Notice or receive one, please contact the Information Security Officer at 415-338-3018.
8	<i>Depositor</i>	In case the person who deposited the media cannot pick them up, the person is required to send an email to <a href="mailto:hdstaff@sfsu.edu">hdstaff@sfsu.edu</a> informing them of the change and include the name of the person to pick up the media.
9	<i>Depositor</i>	Report lost media to DoIT Help Desk at counter; send e-mail to <a href="mailto:lostbackup@sfsu.edu">lostbackup@sfsu.edu</a> .

	DOIT Help Desk Staff	<b>Accepting Media</b>
<b>Step</b>	<b>Actor</b>	<b>Procedural Action</b>
1	<i>DoIT staff</i>	Before accepting, make sure tapes & media are properly labeled with the code designated above. If the media is in a container, bag or housing provided by the depositor, <b>don't remove the media from the container or housing. Don't accept media if not properly labeled.</b>  <b>Depositor should place in container, housing or bag that would indicate or prevent opening. (Initialed label that indicates if torn or opened.)</b>
2	<i>DoIT staff</i>	Check the ID (SF State ID) of the depositor.
3	<i>DoIT staff</i>	Log the media into the log and have the depositor sign the log.
4	<i>DoIT staff</i>	Put new media bundle in an envelope addressed to DoIT Help Desk (415-338-1420); 1600 Holloway Avenue, ADM 110, San Francisco CA 94132
5	<i>DoIT staff</i>	Inform DoIT Help Desk (call 8-1420) that media has been sent.

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<b>Step</b>	<b>Actor</b>	<b>Procedural Action</b>
6	<i>DoIT staff</i>	<b>Media in Transit from Dumbwaiter to Depositor or Vice Versa</b>
		<b>Returning Media</b>
7	<i>DoIT staff</i>	DoIT Help Desk will call Help Desk Coordinator (8-2494) when media has been send from downstairs.
8	<i>DoIT staff</i>	Media that comes from downstairs but hasn't yet been picked up by the depositor should be stored in the bottom drawer of the secured cabinet at the DOIT Help Desk location. Don't remove or unwrap the original packaging the media is in.
9	<i>DoIT staff</i>	Verify media (verify package by Department Id) returned by Iron Mountain rotation has been sent upstairs by the Wednesday evening after the first and third Tuesday of every month and stored the media in the bottom drawer of the secured cabinet.
10	<i>DoIT staff</i>	Check the ID of the person requesting media return and see if it's the same person that deposited the media. Media should be returned only to the person that deposited it except when an email has been sent informing the Help Desk about the change. If unsure, contact the consultant on duty. Provide depositor with the media for their department. Have depositor/College IT Rep sign the log acknowledging receipt of returned media.

**Additional Information**

Attachments:

Media Rotation Log for Help Desk

Media Rotation Log for Data Center

## References

**CSU EO 1014 - California State University Business Continuity Program** requires categorizing services based on recovery time objectives and have a disaster recovery plan (<http://www.calstate.edu/EO/EO-1014.html>)

## Contact Information

<b>Name</b>	<b>Role</b>
DoIT Help Desk	Provide helpdesk support and resolve problems to the end user's satisfaction
Flor Buenafe-Oliva	HelpDesk Coordinator
K Mig Hofmann	Information Security Officer

## Revision History

<b>Name</b>	<b>Version</b>	<b>Date</b>	<b>Summary of Changes/Comments</b>
	1.1	10/15/2008	Changes based on CSU guidelines for e-discovery
	1.2	7/10/2008	Changes based on possible furlough schedules and fee increases by Iron Mountain
	1.3	6/27/2013	Changes based on updated contact information