CUNY Graduate Center
Information Technology

IT Backup and Restore Policies
Last Updated: July 17, 2018

Backups:
User data on Graduate Center production servers administered by IT is backed up daily and retained for 28 days in local storage. This includes:

Departmental shares (S: drive)
Email
Web sites located at the GC (www.gc.cuny.edu, library.gc.cuny.edu etc.)
Data stored in databases (Raisers Edge, EventPro, Track-It! etc.)

User data is also backed up to tape weekly and stored in a secure, off-site location. Tapes are returned to the GC four weeks later and stored in a fireproof location for an additional three months.

Note: IT does not backup data on an individual’s computer; therefore users should only store important files on network shares.

Restores:
Users may self-restore recent files (including prior versions) on department shares (Groupwork — S: drive) and deleted emails.

IT can restore files, emails and other data from daily backups within 28 days of deletion. If the data is on tape, IT can restore files and data within 16 weeks of deletion. IT restores may take up to several days.