



**Cross Island Parkway  
Palmetto Pass  
South Carolina**

**Department of Transportation**

CSC and VPS Software Program (Work Package 2)

**Security Backup Recovery Plan**

Rev 1.0

April 2008



# ACS

## *Government Solutions, TSS.*

### Revision History

Revisions of this document are listed in chronological order. There is no relationship between the document release number and the software release number.

Version Date	Changes Highlighted	Revision #
April 2008	N/A	1.0

### Document Ownership

<b>Owner</b>	Germantown Project Management
<b>Authors</b>	Germantown Project Management

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# 1. Introduction

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## 1.1 Objective

The purpose of the South Carolina Transportation Authority (SCDOT) Vector Electronic Toll Collection Security Backup Recovery Plan is to provide an organized and comprehensive approach to managing the backup process for the Vector supporting systems. This plan outlines the necessary backup actions and provides a predetermined course of action for backups.

This plan focuses exclusively on the Plaza server, Vector CSC Application, Vector CSC Database, and LAN Server backups.

## 1.2 Scope

This plan covers the daily procedures for backing up, storing and restoring critical data. It is limited to the Plaza server, Vector CSC Application, Vector CSC Database backups. The systems listed below are backed up nightly and are transferred securely to Iron Mountain.

**Table 1: SCDOT Back-Office Location**

Location	Facility Focus	Hosted Technology Services
Cross Island Parkway Customer Service Center	Back-Office operations and walk-in center for handling customer support, tag distribution, etc.	<ul style="list-style-type: none"> <li>• Image Storage</li> <li>• Voice Response System</li> <li>• Print Services</li> <li>• Report Services</li> </ul>
Tarrytown Data Center	Houses equipment for Systems that SCDOT operates in-house in a 24x7 data center designed for mission critical operation of computer systems and networks	<ul style="list-style-type: none"> <li>• Host for transaction processing</li> <li>• Host for CSC Online application</li> <li>• Environment Manager</li> <li>• Web Site (<a href="http://www.crossislandparkway.org">www.crossislandparkway.org</a>)</li> <li>• Payment Processing</li> </ul>

## 1.3 Plan Maintenance

The SCDOT Vector Electronic Toll Collection System Backup Recovery Plan will be reviewed in its entirety annually. SCDOT, ACS managers and backup team leaders will report any changes in organization, function, contact information, vendors, and services to the client.



## 1.4 Assumptions

The backup recovery events for the information technology components require the coordinated efforts of ACS and a third party vendor. This SCDOT Vector Electronic Toll Collection System Backup Recovery Plan was developed under the following assumptions:

- ACS will provide support for the Backup Recovery Time Objectives of 7 years as communicated to SCDOT.

## 1.5 Disclosures

This plan contains information that is not for general viewing. It should be protected with the same levels of control used to protect confidential consumer information. This document should only be distributed on a “need to know” basis.

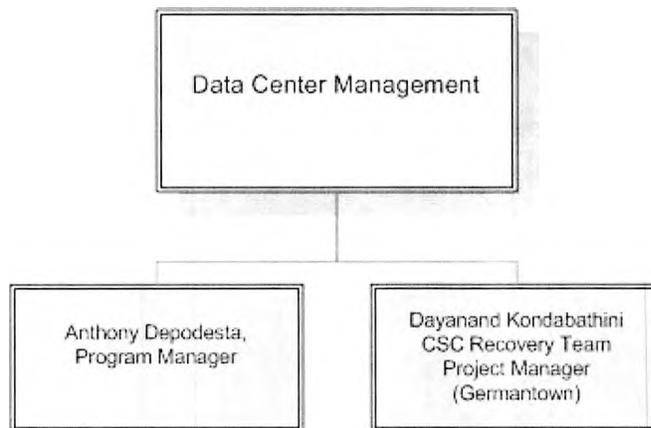
## 2. Offsite Storage

### 2.1 Offsite Storage Facility and Vault Contents

The VECTOR ETC data is scheduled for a daily complete database backup by the ACS Data Center. The backup tapes are sent daily to Iron Mountain, an off-site storage facility.

### 2.2 ACS Team Roles and Responsibilities

ACS Data Center Managers ensure that the SCDOT VECTOR ETC daily backups are conducted daily and a backup summary log maintained. The ACS SCDOT Project Manager receives daily notification on the status of the backups. If any issues arise during the daily backup, the ACS CSC Recovery Team Project Manager works with Data Center Management and the ACS Program Manager to resolve the issues.



#### 2.2.1 Offsite Storage Information

Contact	Office Phone
ACS Data Center, Operations	914-789-6142
Iron Mountain, Rosendale, NY	1-888-365-IRON

## 3. Backup Recovery Response Procedures

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### 3.1 Backup Restoration Procedures

The plaza server uses the attached tape drives for backing up the server as part of its daily activities. The daily backup of servers will include the database backup and the application file backup. All tapes are stored in the backup storage location described in this section.

**Database backup.** A complete backup of the database is performed daily. The database backup includes all elements required to cleanly restore the database.

**Application file backup.** A complete image backup of each application disk is performed daily. The plaza server also stores data files and configurations outside of the database such as (tag status, toll fare, employee files for lanes, 90 days of images, application binaries). Besides the application file backup, a full back up of the system disk is also done on a daily basis. The daily backups are retained at Iron Mountain for 30 days.

ACS Data Center in Tarrytown, New York, will initiate, monitor and control the backup process. The Data Center maintains a reliable system backup process and has well-secured shipping process to send the backup media to the off-site storage facility, Iron Mountain. Retrievals of tape media from Iron Mountain have always been carried out successfully, in an expedited manner, in the event of a hard disk failure. In the event of a system site failure, the data center provides for disaster recovery services with vendors such as Sunguard. This service allows for the entire system to be recovered and brought online at Sunguard's data center.

#### 3.1.1 Plaza Server Backup Schedule

Data Backup	Schedule
Database backup	Daily full
Application file backup	Daily full

#### 3.1.2 VECTOR CSC Application Backup Schedule

Backup Type	Schedule	Off-site Storage Location
Full	Daily	Iron Mountain

### 3.1.3 VECTOR CSC Database Backup

Backup Type	Schedule	Off-site Storage Location
Full	Daily	Iron Mountain