

MSD ITS	Service Resilience Statement	Description
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Medical Sciences Division IT Services

Service Resilience Statement

Effective date: 30 November 2016

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Medical Sciences Division IT Services (MSD ITS) provide IT services, support and advice to the University of Oxford's Medical Sciences Division. It operates and manages data networks and networked services for the Division's departments located on the Oxford hospital sites (John Radcliffe, Churchill, Warneford and Nuffield Orthopaedic Centre), the Old Road Campus in Headington, the Radcliffe Observatory Quarter (ROQ) and parts of the Science Area in the City Centre and other builds as demand arises.

1. Data Hosting

Data hosted on servers and equipment serviced by MSD IT Services are stored in 2 active primary data storage locations (Data Centres) which host mirrored copies of data, one located near the MSD IT Services offices at the John Radcliffe Hospital and the second at the Old Road Campus Research Building (both in Headington, Oxford). The Data Centres are approximately 2km apart, providing resilience against disc failure, power failure, or a disaster scenario at either of the two sites. There is a slight extra dependence on power at the John Radcliffe site for network reasons but that site has more MSD IT Services staff on hand and has a well-maintained power supply with local backup generators as it is a fully active hospital.

All devices used on our systems have dual redundant power supplies. All servers and switches are connected to Uninterruptible Power Supply (UPS). The data storage devices connect to the MSD IT Services server systems which are also physically located in the same Data Centres. Services provided by applications and system environments are able to run from either MSD IT Services data centre and will fail over automatically, or promptly with minimal intervention from MSD IT Services staff, in most scenarios. In such a geographically spread University some factors are out of the control of MSD IT Services but we believe we have covered most scenarios in which the resource required to do so is reasonable.

2. Data Backup

Backups of the data held on the server is carried out by two systems:

1. Our own system, the Incremental Backup for IT Systems (IBIS), consists of several servers hosted in a building approximately 200m from the Old Road Campus data storage location. The backup servers utilise spinning disc technology to store the backups and can backup data from either of the data storage locations. The IBIS backup is activated once per day, normally between 18.00 and 07.00 the next morning. Daily backups are stored for approximately 12 months.
2. The Hierarchical File Server (HFS) service is run by Oxford University's IT Services. The backup is activated once per day, normally after 18:00. Three copies of each file are made, each to separate tapes: one copy is held in the automated tape library while two copies are stored in separately located fire-proof safes. A maximum of two versions of any particular file are kept. Data that has been backed up to the HFS is retained as long as it remains on the originating file system. Data that has been deleted from the originating file system will be retained for 90 days on the HFS system.

3. Revision History

Date	Version	Revised By	Reason For Revision
30 November 2016	01	Tony Brett	This is the first issue of this document