HAMPTON VA

No. IT– 019	Policy Name: Data Transfers Procedure
Effective Date: 7-1-2011 Last Revised Date: 7-3-2014	Citywide Policy _ IT Policy _ IT Procedure X
Approved By: IT Director	

Data Transfers Procedure

Purpose:

Technical applications staff in IT may need to perform data transfers on production systems from time to time in the normal course of application maintenance and support. IT engineering staff must be informed and included where appropriate to provide adequate backup support and prevent data loss.

Procedure:

1.   Technical applications support staff will initiate a service request in the IT help desk system to IT engineering staff requesting a snapshot or other appropriate backup of the system preparing to transfer data. The service request should provide an approximate date with the transfer will occur and applications staff and engineering staff will negotiate a firm data for the process. Both teams are to work together on plans for a successful transfer.

2.   Engineering will notify the requestor that the appropriate backup is complete through an update on the service request.

3.   Technical applications staff will perform the data transfer and test the systems and verify data. Customers should be included as much as possible to verify data integrity and approve any data transfers.

Technical applications support staff will note the acceptance of the data transfer after testing and note that on the service request.