

# **Safeguarding our information**

## **Backing up data is an essential part of any computer-based business**

It is generally accepted that any computer-based business requires a reliable and workable plan in the event of a data failure. Not only is there a need to create backup files for data failure recovery, but there is a further need to have a proven disaster recovery plan in the event of a catastrophic system failure resulting in a loss of processing capability.

**At PARC Medical Billing Service, we have taken the appropriate steps to ensure our ability to recover from both data and system failures. We have implemented a series of data backup procedures and we have implemented a contingency plan for disaster recovery from a system failure.**

These steps were developed and tested to ensure our customer data files are always stored in a secure and portable manner and our backup network facilities are operationally sound. The procedures were proven effective through simulated system failures and more importantly when we experienced an actual failure which required the recovery of data and system files for continuity of production. Our ability to recover from these scenarios with minimal negative impact on our business only serves to strengthen our beliefs and our confidence in our backup philosophy.

## **Intra-day backups for data recovery**

### **Intra-day application backup**

Each time a business application is completed we create an image of the data files using the application software. These backup files are formatted by the actual program being used to create the data files. This level of backup provides an immediately available source for recovery from a localized failure. This procedure is followed for all customer data files and all corporate files. This procedure minimizes data loss intra-day since these backup files are created each time an application is exited.

## **Backups for data recovery and system recovery**

### **Intra-day system backup**

Our computers are scheduled to perform data file backups at specified time intervals. These backups are not user dependent but rather are automated through our task schedulers. These backup files are created on remote disk drives which are external to our computers and which are immediately portable. These backup files are "mirror images" of the data files used throughout our critical applications. The portable storage media is essential not only for data failure recovery, but also for disaster contingency recovery for a system failure

### **Daily system backup**

After each daily closing the contents of our entire system are copied to external portable storage media. This backup procedure includes operating system, application programs and data files -- it is a complete copy of our computer system. The backup storage media is rotated each day of the week so a copy of each close of business files is always available.

### **Weekly system backup**

After each weekly closing the contents of our entire system are copied to external portable storage media. This backup procedure includes operating system, application programs and data files -- it is a complete copy of our computer system. The backup storage media is rotated each week so a copy of each weekly close of business files is always available. The portable storage media is stored at a remote site -- our contingency site. These backup files enable the complete installation of our operating system, application programs and data files on the contingency site.

### **Monthly system backup**

After each monthly closing the contents of our entire system are copied to external portable storage media. This backup procedure includes operating system, application programs and data files -- it is a complete copy of our computer system. The backup storage media is rotated each month so a copy of each monthly close of business files is always available. The portable storage media is stored at a remote site -- our contingency site. These backup files enable the complete installation of our operating system, application programs and data files on the contingency site.

### **Quarterly system backup**

After each quarterly closing the contents of our entire system are copied to external portable storage media. This backup procedure includes operating system, application programs and data files -- it is a complete copy of our computer system. The backup storage media is rotated each quarter so a copy of each monthly close of business files is always available. The portable storage media is stored at a remote site -- our contingency site. These backup files enable the complete installation of our operating system, application programs and data files on the contingency site.

### **Year-end system backup**

After each yearly closing the contents of our entire system are copied to external portable storage media. This backup procedure includes operating system, application programs and data files -- it is a complete copy of our computer system. The backup storage media is rotated each year so a copy of each year-end close of business files is always available. The portable storage media is stored at a remote site -- our contingency site. These backup files enable the complete installation of our operating system, application programs and data files on the contingency site.