**MODEL OPERATING PROCEDURES AND SAMPLE FORMS FOR HELPLINES:**

### **H.A-9 Back-Up Procedures:**

**Back up schedule:**

**Backup Protocol**

Real-time Backup:

* Call recordings
* Case notes
* Critical data
* System logs
* Security events

Daily Backup:

* Database snapshots
* Configuration files
* User accounts
* Activity logs
* System states

Weekly Backup:

* Full system backup
* Archive creation
* Verification test
* Storage check
* Recovery test

**Recovery procedures:**

**Disaster Recovery Plan**

System Failure Response:

1. Activate backup systems

2. Notify technical team

3. Assess damage scope

4. Initiate recovery

5. Test functionality

Data Recovery Steps:

1. Identify lost data

2. Access backup files

3. Verify integrity

4. Restore systems

5. Test functionality

Service Continuity:

* Alternative systems
* Manual procedures
* Client notification
* Staff guidance
* Recovery timeline