



## **Case Study II**

Data Recovery: University Servers.

### **BACKGROUND**

This case study is done on a University based in Selangor. The University provides education in various fields and sectors. It has faculties spread over a large campus in an “attractive and green valley area of 1,096 hectares”.

### **CUSTOMER NEED**

Like many dynamic institutions of higher learning it handles an immense amount of data and information. The data and information is stored without much concern regarding system corruption and loss of data. Then what was most dreaded happened; the data server crashed!

### **THE CHALLENGE**

As the research activity expanded to many aspects of the engineering field the data collected grew immensely. Most of the data is critical in the sense that thesis’s have to be prepared and submitted and the final award of scroll depend on it. Without the supporting data and information the student will not obtain his or her masters or Ph.D. degree.

The research data was stored in servers running on RedHat\* Enterprise platform, which runs SilValco\* software, a 3D applications for engineers. In this case it was for the designing or 3D electrical and electronic circuits. A total of two years work for a Ph.D thesis was irrecoverable.

Some private companies were invited and issued a challenge to recover this data. However after working for more than a month the companies could not recover the data. Subsequently Szar Solution was called in to help recover the data.

### **THE SOLUTION**

Successfully rescuing data is a very sensitive and intensive process. Careful attention has to be given to the data and applications. In order to plan and process the rescue operation each facet of the job and how it relates to, user interfaces, storage, and a host of other requirements had to be thoroughly mapped to assure that they are not damaged so as render them irrecoverable.

The first step in the rescue effort was a thorough audit of the components and capabilities of the existing IT equipment. IT processes and applications profiles were also clearly defined for subsequent usage. The results of this effort helped identify which systems are corrupted and highlight portions that will be recoverable or otherwise.



## **RESULTS & BENEFITS**

The entire process, including documentation and storage of recovered data took over a week, both on-site and off-site. All the data that was in the crashed server was recovered and handed over to the Engineering faculty.

The institution was advised on basic data storage methodologies and regular updates of software support and updating. End users were made aware of the consequences of neglecting this very important aspect of data management and data safety procedures. Non ICT staffs were educated in this aspect and a set of rules and regulation were enforced to minimize and reduce the risks.