



# DR Hosting Solution SLA Document

**Prepared for**

**ABC Technologies Private Limited**

**By**

**ABC Solutions Private Limited**

**Version: 2.0**

ABC Technologies Private Limited

ABC Towers Mumbai

ABC Solutions Private Limited

ABC Towers Delhi

**Date:** 8/18/2011

## **Record of Revisions**

The following is a list of revisions made to this document:

<b>Rev</b>	<b>Date</b>	<b>Pages Affected</b>	<b>Reason</b>	<b>Summary of Technical Changes</b>	<b>Issued By</b>	<b>Approved By</b>
<b>1.0</b>	10/01/2011	All	–	Initial document release.	Anuj Sharma	Anuj Sharma
<b>2.0</b>	8/18/2011	All		Final Document Release	Anuj Sharma	Anuj Sharma

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## Article I. Purpose of this document

Service Level Agreements bring true accountability to vendor-client relationships, and provide cost as well as strategic benefits. Service Level Agreements (SLAs) focus on measuring and managing productivity and service quality improvement for IT outsourcing and are the key to determining the true value of an outsourcing engagement. In short, SLAs validate expectations of the respective parties and set parameters for measuring project success. This important tool measures the status of an outsourcing project and empirically scores the performance of the vendor using measurable and enforceable results. SLAs are critical in defining service providers and customer's responsibilities towards each other. The purpose of this SLA document is to describe and define the following:

**BENEFITS AND SERVICES:** What service(s) will be available?

**QUALITY:** What quality of service should the customer expect?

**DURATION:** What period of time will the SLA cover?

**DELIVERY:** How will the service be delivered?

**MONITORING:** How will the service provider monitor service quality?

**UPGRADE AND UPDATE:** What is the procedure for modifying the SLA?

**RESPONSIBILITIES:** What will be the roles and responsibilities of the Service Provider and Customer?

**SERVICE METRICS:** Define the metrics of the SLA.

## **Article II. Agreement**

ABC Solutions Private Limited hereby agrees to abide with SLA's defined for the services provided to ABC Technologies Private Limited, as outlined in the document.

For ABC Solutions Private Limited

Signed By

John M

For ABC Technologies Private Limited

Signed By

Duncan Fletcher

### **Article III. In Scope Services**

Following Services are covered in the Service Level Agreement Document

- Installation of new backup clients
- Configuration of new backup clients as per the defined backup policy
- Restoration of data as requested
- Off Shore tape management
- Bi Annual Backup and recovery Drill
- Annual Risk Assessment to be performed
- Bi Annual business impact analysis (BIA) for each business unit

### **Article IV. Scope of Service**

Hot Backup and Restore services of the below applications will be provided:

IBM DB2

IBM LOTUS Notes

Microsoft Share Point

Microsoft Exchange 2003-2007

Oracle 9i/11

SAP

Microsoft SQL

Sybase

File System Backup and Restore services will be provided for all servers

VCB Backups will be taken

VSS enabled Backups will be taken for Windows 2003 and onwards

All the Services will be delivered from the Virtual Datacenter Situated at Ohio United States

Services will be provided for the Applications hosted at the Bangalore Data center of ABC Solutions Private Limited

Monthly performance Score Card will be shared with ABC Solutions Private Limited

ITIL enabled online ticketing system will be provided for Incident, Problem and Change Management Procedures

### **Article V. SLA Metrics**

This contract will provide the Backup and Restore Services to the maximum of 10000 Physical Servers

20 User Accounts will be provided on the online ticketing system

Backup Policy Classifications

## **Backup Policy Classifications Description**

### **Grade A:**

Content that has a requirement for a monthly full level backup with indefinite retention, weekly full level backup with 13 weeks retention, and for daily incremental level backup with 14 days retention. Data recoverability capability is dependent on the backup cycle, and will follow the parameters listed below:

Daily: Ability to recover data from any week day backup (Mon-Fri) that is less than or equal to 14 days in age from the day a restore request is made.

Weekly: Ability to recover data from the end of week full/synthetic full backup (Sat-Sun) that is less than or equal to 13 weeks in age from the day a restore request is made.

Monthly: Ability to recover data from any end of month full backup created on the first weekend (Sat-Sun) of the subsequent month, data will be greater than, or equal to, 1 month in age dependent on the day a restore request is made.

### **Grade B:**

Content that has a requirement for a monthly full level backup with indefinite retention, weekly full level backup with 5 weeks retention and for daily incremental level backup with 7 days retention. Data recoverability capability is dependent on the backup cycle and will follow the parameters listed below:

Daily: Ability to recover data from any week day backup (Mon-Fri) that is less than or equal to 7 days in age from the day a restore request is made.

Weekly: Ability to recover data from the end of week full/synthetic full backup (Sat-Sun) that is less than or equal to 5 weeks in age from the day a restore request is made.

Monthly: Ability to recover data from any end of month full backup created on the first weekend (Sat-Sun) of the subsequent month, data will be greater than or equal to 1 month in age dependent on the day a restore request is made.

### **Grade C:**

Content that has a requirement for a weekly full level backup with 5 week retention and for daily incremental level backup with 7 days retention. Data recoverability capability is dependent on the backup cycle and will follow the parameters listed below:

Daily: Ability to recover data from any week day backup (Mon-Fri) that is less than or equal to 7 days in age from the day a restore request is made.

Weekly: Ability to recover data from the end of week full/synthetic full backup (Sat-Sun) that is less than or equal to 5 weeks in age from the day a restore request is made.

Monthly: Ability to recover data from any end of month full backup created on the first weekend (Sat-Sun) of the subsequent month, data will be greater than or equal to 1 month in age dependent on the day a restore request is made.

### Grade D:

Content that has a requirement for a weekly full level backup with 5 week retention and no daily incremental level backup. Data recoverability capability is dependent on the backup cycle and will follow the parameters listed below:

Weekly: Ability to recover data from the end of week full/synthetic full backup (Sat-Sun) that is less than or equal to 5 weeks in age from the day a restore request is made.

Monthly: Ability to recover data from any end of month full backup created on the first weekend (Sat-Sun) of the subsequent month, data will be greater than or equal to 1 month in age dependent on the day a restore request is made.

### Grade A

Backup Frequency	Backup Type	Retention	Data Recoverability
Daily	Incremental	14 Days	≤ 14Days
Weekly	Full	13 Weeks	≤ 13 Weeks
Monthly	Full	Indefinite	≥1 Month

### Grade B

Backup Frequency	Backup Type	Retention	Data Recoverability
Daily	Incremental	7 Days	≤ 7Days
Weekly	Full	5 Weeks	≤ 5 Weeks
Monthly	Full	Indefinite	≥1 Month

### Grade C

Backup Frequency	Backup Type	Retention	Data Recoverability
Daily	Incremental	7 Days	≤ 7Days
Weekly	Full	5 Weeks	≤ 5 Weeks
Monthly	Full	Indefinite	≥1 Months



## Grade D

Backup Frequency	Backup Type	Retention	Data Recoverability
Daily	N/A	N/A	N/A
Weekly	Full	5 Weeks	≤ 5 Weeks
Monthly	Full	Indefinite	≥1 Months

A Backup Client Addition request will be serviced in 5 working days

### Backup Restore Priorities

**P1** – 3 hours

**P2** – 12 Hours

**P3** – 1 day

**P4** – 2 days

All the restore requests by default will be treated as P3, whereas for a restore request to be P1/P2, the approval of the below mentioned people will be mandatory.

John Lewis

Lewis Hamilton

SLA valid for requests submitted prior to 2 PM. Restore requests submitted post 4 PM will effectively be considered as submitted at 9am on the next business day, SLA timings will start, and be measured from 8 am of the next business day.

## Article VI. Responsibilities of service provider

It will be the responsibility of ABC Technologies Private Limited to deliver the agreed-upon services in accordance with the agreed-upon time schedule, in the manner(s) agreed to by all parties, and with the quality of performance as stated in this agreement. ABC Technologies Private Limited will generate weekly status reports, and deliver ABC Private Limited representative in a manner and time frame acceptable to ABC Private Limited.

## Article VII. Responsibilities of company

ABC Private Limited will provide the information as below for Backup Addition, Decommission and Restore requests.

### Backup Addition Request

Server Host Name	IP Address	Backup Policy	Operating System


**Backup Decommission Request**

Server Host Name	IP Address	Decommission Date	Existing Backups Required

**Backup Restore Request**

Server Name	Host	IP Address	Backup Policy	Date to be restored	Restore Location	Priority

**Article VIII. Termination of agreement**

Services to be provided are for a period of two (2) year from the date of this agreement. Either party may terminate this agreement for cause with 60 days written notice. Further, any pending or unresolved operational issues, unpaid fees and any other remedies must be satisfied before this agreement may be terminated.

### **Article IX. Protection of intellectual property**

ABC Technologies Private Limited agrees to safeguard any intellectual property (IP) developed in the course of providing the aforementioned services to ABC Private Limited. ABC Technologies Private Limited agrees to safeguard any IP the ABC Private Limited makes available to it in the course of this agreement.

### **Article X. Compliance with legislation, regulations, practices**

ABC Technologies Private Limited warrants that the services to be provided are in compliance with all applicable laws, statutes, regulations and other legal provisions to this agreement.