DR Hosting Solution SLA Document

Prepared for

ABC Technologies Private Limited

By

ABC Solutions Private Limited

Date: 8/18/2011
## Record of Revisions

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

<table>
<thead>
<tr>
<th>Rev</th>
<th>Date</th>
<th>Pages Affected</th>
<th>Reason</th>
<th>Summary of Technical Changes</th>
<th>Issued By</th>
<th>Approved By</th>
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<td>1.0</td>
<td>10/01/2011</td>
<td>All</td>
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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**

<table>
<thead>
<tr>
<th>Backup Frequency</th>
<th>Backup Type</th>
<th>Retention</th>
<th>Data Recoverability</th>
</tr>
</thead>
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<tr>
<td>Daily</td>
<td>Incremental</td>
<td>14 Days</td>
<td>≤ 14Days</td>
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<tr>
<td>Weekly</td>
<td>Full</td>
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<td>≤ 13 Weeks</td>
</tr>
<tr>
<td>Monthly</td>
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**Grade B**

<table>
<thead>
<tr>
<th>Backup Frequency</th>
<th>Backup Type</th>
<th>Retention</th>
<th>Data Recoverability</th>
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</thead>
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<tr>
<td>Weekly</td>
<td>Full</td>
<td>5 Weeks</td>
<td>≤ 5 Weeks</td>
</tr>
<tr>
<td>Monthly</td>
<td>Full</td>
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<td>≥ 1 Month</td>
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**Grade C**

<table>
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<th>Backup Frequency</th>
<th>Backup Type</th>
<th>Retention</th>
<th>Data Recoverability</th>
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<td>5 Weeks</td>
<td>≤ 5 Weeks</td>
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<tr>
<td>Monthly</td>
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Grade D

<table>
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<tr>
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<tr>
<td>Monthly</td>
<td>Full</td>
<td>Indefinite</td>
<td>≥1 Months</td>
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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**
### Backup Decommission Request

<table>
<thead>
<tr>
<th>Server Host Name</th>
<th>IP Address</th>
<th>Decommission Date</th>
<th>Existing Backups Required</th>
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<tbody>
<tr>
<td></td>
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### Backup Restore Request

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Host IP Address</th>
<th>Backup Policy</th>
<th>Date to be restored</th>
<th>Restore Location</th>
<th>Priority</th>
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**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.