**Appendix – 4 (B)**

**Backup Service Technical Information Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.** | **Features** | **Value** | |
|  | **Backup Service** | | |
| **Packages (Choose One)** | **Backup Type** | **Package Type** |
| ECS Snapshot Backup Service (Cloud Service) | Standard (Per GB) |
| File Level Backup (RBS)  Database Backup (RBS) | Standard (Per GB) |
|  | **Organization Name** |  | |
|  | **Technical Contact Details** |  | |
|  | **VM/Host Name** |  | |
|  | **Host IPs (All IPs) # ip addr (For Linux)** |  |  |
|  |  |
|  | **Backup Frequency (Daily or Weekly) Tick Box** | Full | Daily  Weekly  Other (Please Specify) |
| Incremental  Differential | Daily  Weekly  Other (Please Specify) |
|  | **Backup Directory**  **(For File Level Backup Only)** | 1. root (/)  2. /home | 3. /var  4. |
|  | **Database (Full Database or Specify)** | 1. Full Database  2. Specify | 3.  4. |
|  | **Backup Retention Period (Tick Box)** | 30 Days  60 Days | 90 Days  Other (Please Specify)\_\_\_\_\_ |
|  | **Backup Client Installation** | * For File Level Backup, the backup team will complete the installation. The customer must provide Root or sudo user access via one-to-one mail with the backup team. After the client installation Customer must change the password of the shared user. * For Database Backup, both root/sudo/Admin user and database admin credential is required. Root/sudo/Admin user is needed for one time only. But database user is required to take backup. So, Customer can change the root/sudo user credential after agent installation, but database credential should not be changed. * For Snapshot Backup client installation is not required. | |
|  | **Host Configuration** | * For File System and Database Backup, customers must add the backup server’s host entry to their host (in total 6 entries). Also, some ports (in total, 11 ports) need to be allowed. This information will be shared in the mail. * For Snapshot Backup this is not required. | |
|  | **Post Implementation Support** | * On-request manual backup in case of emergency * On request restoration of Backup | |
|  | **Restoration Duration** | * For the prepared environment (communication, port allow, etc.) it will take twice the backup time for restoration for File Level and Database Backup * For Snapshot Backup, this will take 30 minutes. | |

* **RBS** – Request Based Service
* Please see the pricing for each category on the NDC website.

**Backup Service Technical Specifications**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl NO.** | **Host Name (FQDN=Fully Qualified Domain Name)** | **OS & Version (centos 7, ubuntu 18 etc)** | **IP Address (Give all IPs present in the Server)** | **Directory to Backup (/var, /opt etc)** | **Backup Frequency (Daily or Weekly)** | **Backup Retention (Time to Keep Backup e.g. 30 Days, 60 Days)** | **Backup Size (Estimated)** |
| 1 |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |