

## Recovery Point Objective (RPO)

RPO is the maximum tolerable period in which data might be lost from an IT service due to a major incident.

Item	Backup Type	Upto
Full Database	Weekly (every Sunday)	35 days
Full Database	Monthly (First day of every month at 3:00 am)	125 days
Full Database	Daily at 1:00 am	7 days
Differential Database	Every 2 hour(s) between 7:00:00 AM and 11:59:59 PM	1 days
Disk files	Every 12 hours ( at 1:00 pm & 1 am)	Life-time
Replication in DR		
Full Database	Everyday full at 3:00 am and 3:00 pm	1 day
Disk files	Everyday at 9:00 pm	Life-time

So the RPO is 2 hours since data is being backed up every 2 hours. During this 2 hour period, in case there is a data loss for whatever reasons, the client will be responsible to recreate the lost data.

## Recovery Time Objective (RTO)

RTO is the duration of time and a service level within which the business process must be restored after a disaster ( or destruction)

Severity	Target Response Time	Target Recovery Time (average)
1	30 minutes	4 hours
2	1 hour	1 business day
3	2 hour	2 business days

## Severity Definition

Severity	Support Category	Criteria
1	High	<ol style="list-style-type: none"> <li>System is unavailable</li> <li>All users are affected</li> <li>Users cannot complete one or more business functions and which cannot be circumvented</li> </ol>
2	Medium	<ol style="list-style-type: none"> <li>Critical component/application unavailable</li> <li>Majority of users (Above 50%) affected</li> <li>Users cannot complete one or more business functions and which can be circumvented by workaround</li> </ol>
3	Low	<ol style="list-style-type: none"> <li>Less critical component/ application/ function</li> <li>Some users (less than 10 %) affected</li> <li>No adverse effect on the users' ability to complete a function but causes some inconvenience and/or delay and/or annoyance when performing a function</li> </ol>

**System Uptime SLA (Ref Agreement page no 5): 99.00%**

<b>Restoration Activity in case of Primary server goes down (Severity Level 1)</b>	<b>Time</b>
Restoration of the database from back up	~ 2 hrs
Restoration of disk files from back up	~ 1 hr
Intimation to clients about temporary application access URL	~ 1 hr