

Raad voor Rechtsbijstand

Backup Plan



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DOCUMENT HISTORY

Document Version

Version 2.1

Revision History

Revision Date	Version	Summary of Changes	Changes marked
23/05/2013	1.0	Initial proposal for RvR	N/A
05/06/2013	1.1	Removed backup to tape, added replication for all backups	N/A
05/05/2014	1.2	Changed retention on standard and extended backup policies primary site to 2 weeks Changed retention on standard backup policy secondary site to 2 weeks.	N/A
06/08/2014	1.3	Changed name of basic retention to 'standard' and altered the retentions of this storage policy (RFC 37527)	N/A
07/08/2014	1.4	Adjust the retention of the 'Standard' storage policy	N/A
24/11/2015	1.5	Add new backup policy	N/A
17/08/2016	2.0	Parent RFC 176488: add cross-site backup. Using new template.	N/A
13/07/2017	2.1	RFC 445395 : Added basic policy	N/A
23/08/2017	2.2	RFC 457717 – change backup schedules	N/A

Approvals

Name	Signature	Title	RFC	Version



1. GENERAL TERMS AND CONDITIONS

The "General terms and conditions" for the backup service can be found in the service description on the portal:

<https://portal.cegeka.com/bp/SharedServPortf/Backup/SitePages/Default.aspx>

Please make sure you've read and understood the content of this document and the documents it refers to, prior to making any changes to this document.

2. RAAD VOOR RECHTSBIJSTAND STANDARD BACKUP

Based on the business requirements described below, Cegeka and Raad voor Rechtsbijstand created backup policies. Based on these policies Cegeka knows exactly what to implement when they receive a request to configure backups for specific clients.

The service delivery manager of Raad voor Rechtsbijstand will provide a detailed sheet per containing the mapping between all assets and the required backup policy.

2.1. Related documentation

Following documents are related to this document.

Document Name
<asset list>

2.2. Functional requirements

2.2.1. Systems

- Full system backup including daily system state backups.

2.2.2. Application integration

Application integrated backup for following applications:

- MS SQL
- Exchange
 - o DB level backup for DR recovery
 - o Item level restore via DB restore and exchange admin intervention
- Oracle

Database backup for following applications:

- None



2.2.3. Excludes

The Cegeka default excludes will be used, more details can be found in the [general terms and conditions](#). All additional exclusions have to be listed by Raad voor Rechtsbijstand when filling out the request for backup for a customer asset.

2.2.4. Retention

Cegeka commits to be able to restore data up until 30 days in the past.

2.2.5. Cross-site backup

By default, the primary backup will be written directly to another data center.

Remark:

- Cross-site backup is the default configuration for all backups. By default all backups will be sent to another datacenter than the location where the server is hosted.
- Only one copy of your backups will exist if you opt not to subscribe for backup replication.
- Keep in mind that whenever a server moves to another data center it is mandatory to inform the backup team about this change via USD ticket. Based on this information the necessary changes will be made to ensure that backups for this server will keep landing in another data center than the one this server is hosted in.

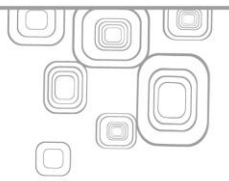
2.2.6. Backup replication

Based on the backup policy chosen, replication (secondary copy) of all data must be included or must not be included.

Remark:

- A replica or secondary copy will always be created in another data center than the one your primary backup data is residing in.





3. BACKUP POLICIES

This section translates the requirements listed in [§ Functional Requirements](#) into policies.

Component	Backup type	Standard	Basic	Extended	Extended BO	Do not backup
OS and File systems	Daily Incremental – restore capability up to 2 weeks in the past	x	x			
OS and File systems	Weekly full backup - restore capability up to 2 weeks in the past	x	x			
OS and File systems	Daily Incremental – restore capability up to 4 weeks in the past			x	x	
OS and File systems	Weekly full backup - restore capability up to 4 weeks in the past			x	x	
OS and File systems	Monthly full backup - restore capability up to 12 months in the past			x	x	
OS and File systems	Yearly full backup - restore capability up to 7 years in the past			x	x	
MS SQL	Bi-hourly transaction log backup– restore capability up to 2 weeks in the past	x	x			
MS SQL	Daily differential backup– restore capability up to 2 weeks in the past	x	x			
MS SQL	Weekly full backup - restore capability up to 2 weeks in the past	x	x			
MS SQL	Bi-hourly transaction log backup– restore capability up to 4 weeks in the past			x		
MS SQL	Morning and evening transaction log backup– restore capability up to 4 weeks in the past				x	
MS SQL	Daily differential backup– restore capability up to 4 weeks in the past			x	x	
MS SQL	Weekly full backup - restore capability up to 4 weeks in the past			x	x	
MS SQL	Monthly full backup - restore capability up to 12 months in the past			x	x	
MS SQL	Yearly full backup - restore capability up to 7 years in the past			x	x	

Progress	Daily incremental backup– restore capability up to 2 weeks in the past	x	x			
Progress	Weekly full backup - restore capability up to 2 weeks in the past	x	x			
Progress	Daily incremental backup– restore capability up to 4 weeks in the past			x	x	
Progress	Weekly full backup - restore capability up to 4 weeks in the past			x	x	
Progress	Monthly full backup - restore capability up to 12 months in the past			x	x	
Progress	Yearly full backup - restore capability up to 7 years in the past			x	x	
Oracle	Daily level 1 (differential incremental) – restore capability up to 2 weeks in the past	x	x			
Oracle	Weekly level 0 (full) – restore capability up to 2 weeks in the past	x	x			
Oracle	Daily Archive log backup – restore capability up to 2 weeks in the past	x	x			
Oracle	Daily level 1 (differential incremental) – restore capability up to 4 weeks in the past			x	x	
Oracle	Weekly level 0 (full) – restore capability up to 4 weeks in the past			x	x	
Oracle	Daily Archive log backup – restore capability up to 4 weeks in the past			x	x	
Oracle	Monthly level 0 (full) backup - restore capability up to 12 months in the past			x	x	
Oracle	Yearly level 0 (full) backup - restore capability up to 7 years in the past			x	x	
Exchange - Datastore	Daily incremental backup (DB level) - restore capability up to 2 weeks in the past	x	x			
Exchange - Datastore	Weekly full backup (DB level) - restore capability up to 2 weeks in the past	x	x			
Exchange - Datastore	Daily incremental backup (DB level) - restore capability up to 4 weeks in the past			x	x	
Exchange - Datastore	Weekly full backup (DB level) - restore capability up to 4 weeks in the past			x	x	
Exchange - Datastore	Monthly full backup (DB level) - restore capability up to 12 months in the past			x	x	
Exchange - Datastore	Yearly full backup (DB level) - restore capability up to 7 years in the past			x	x	
Cross-Site backup	All backups will be sent directly to another Cegeka datacenter than the one your server resided in. (Cegeka default configuration)	x	x			



Backup Replication	All backups will be replicated to another Cegeka datacenter (secondary copy) - restore capability up to 1 week in the past	x				
Backup Replication	All backups except for monthly and yearly backups will be replicated to another Cegeka datacenter (secondary copy) - restore capability up to 2 weeks in the past			x	x	

3.1. Standard

OS and File systems

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	All disks including System state	
<i>Excludes</i>	Cegeka standard excludes	
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	
<i>Replication retention</i>	7 days and 0 cycles (Max. Retention = 13 days Min. Retention = 7 days)	
<i>Replication schedule</i>	Daily	

MS SQL databases

Remark:

- All databases containing user data should be configured to use 'Full Recovery' model. If not any transaction log backup will be converted to a differential backup.

	Bi-hourly Backup	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days
<i>Backup level</i>	Transaction log	Differential	Full
<i>Includes</i>	All databases		
<i>Excludes</i>	None		
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		
<i>Medium</i>	Disk		
<i>Cross-site backup</i>	Yes		
<i>Replication</i>	Yes		
<i>Replication retention</i>	7 days and 0 cycles (Max. Retention = 13 days Min. Retention = 7 days)		
<i>Replication schedule</i>	Daily		



Progress databases

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	Data path containing the exported progress database	
<i>Excludes</i>	None	
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	
<i>Replication retention</i>	7 days and 0 cycles (Max. Retention = 13 days Min. Retention = 7 days)	
<i>Replication schedule</i>	Daily	

Exchange

Remarks:

- By default datastore backups will be made to insure that the Exchange data can be recovered after logical corruption or loss of a datastore.
- It will be possible to perform granular restores by the Exchange administrator based on a datastore recovery.

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	All datastores	
<i>Excludes</i>	None	
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	
<i>Replication retention</i>	7 days and 0 cycles (Max. Retention = 13 days Min. Retention = 7 days)	
<i>Replication schedule</i>	Daily	



Oracle databases

Remarks:

- The Oracle Agent requires an operating system account and an Oracle user account.

Windows:

- The Local Administrator of the computer on which the Oracle database resides.
- The user must be part of the ora_dba group with read and write permissions on the Simpana folder.
- Note: when using Oracle 12c, grant full control permission for the Oracle home user for the Simpana folder.

UNIX/Linux:

- Member of the user group assigned during the Agent installation. The operating system user account can also be used.

Oracle:

- An Oracle user account with the sysdba privilege can access the Oracle target database. Provide the account information as a connect string with the following connection details:
- The database user ID and password
- The Oracle Service Name (as defined in the tnsnames.ora file)

	Bi-hourly Backup	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days
<i>Backup level</i>	ArchiveLog	Level 1 (differential incremental)	Level 0 (Full)
<i>Includes</i>	All instances		
<i>Excludes</i>	None		
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		
<i>Medium</i>	Disk		
<i>Cross-site backup</i>	Yes		
<i>Replication</i>	Yes		
<i>Replication retention</i>	7 days and 0 cycles (Max. Retention = 13 days Min. Retention = 7 days)		
<i>Replication schedule</i>	Daily		



3.2. Basic

OS and File systems

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	All disks including System state	
<i>Excludes</i>	Cegeka standard excludes	
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	No	
<i>Replication retention</i>	N/A	
<i>Replication schedule</i>	N/A	

MS SQL databases

Remark:

- All databases containing user data should be configured to use 'Full Recovery' model. If not any transaction log backup will be converted to a differential backup.

	Bi-hourly Backup	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days
<i>Backup level</i>	Transaction log	Differential	Full
<i>Includes</i>	All databases		
<i>Excludes</i>	None		
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		
<i>Medium</i>	Disk		
<i>Cross-site backup</i>	Yes		
<i>Replication</i>	No		
<i>Replication retention</i>	N/A		
<i>Replication schedule</i>	N/A		

Progress databases



	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	Data path containing the exported progress database	
<i>Excludes</i>	None	
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	No	
<i>Replication retention</i>	N/A	
<i>Replication schedule</i>	N/A	

Exchange

Remarks:

- By default datastore backups will be made to insure that the Exchange data can be recovered after logical corruption or loss of a datastore.
- It will be possible to perform granular restores by the Exchange administrator based on a datastore recovery.

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	All datastores	
<i>Excludes</i>	None	
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	No	
<i>Replication retention</i>	N/A	
<i>Replication schedule</i>	N/A	



Oracle databases

Remarks:

- The Oracle Agent requires an operating system account and an Oracle user account.

Windows:

- The Local Administrator of the computer on which the Oracle database resides.
- The user must be part of the ora_dba group with read and write permissions on the Simpana folder.
- Note: when using Oracle 12c, grant full control permission for the Oracle home user for the Simpana folder.

UNIX/Linux:

- Member of the user group assigned during the Agent installation. The operating system user account can also be used.

Oracle:

- An Oracle user account with the sysdba privilege can access the Oracle target database. Provide the account information as a connect string with the following connection details:
- The database user ID and password
- The Oracle Service Name (as defined in the tnsnames.ora file)

	Bi-hourly Backup	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days
<i>Backup level</i>	ArchiveLog	Level 1 (differential incremental)	Level 0 (Full)
<i>Includes</i>	All instances		
<i>Excludes</i>	None		
<i>Retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		
<i>Medium</i>	Disk		
<i>Cross-site backup</i>	Yes		
<i>Replication</i>	No		
<i>Replication retention</i>	N/A		
<i>Replication schedule</i>	N/A		



3.3. Extended

OS and File systems

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	All disks including System state	
<i>Excludes</i>	Cegeka standard excludes	
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Replication schedule</i>	Daily	

Specific data

For some data it may be feasible to have longer retention, like files on a fileserver.

	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Incremental	Full	Full	Full
<i>Includes</i>	Specific disks or data paths			
<i>Excludes</i>	Cegeka standard excludes			
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)	365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days	
<i>Medium</i>	Disk			
<i>Cross-site backup</i>	Yes			
<i>Replication</i>	Yes	No		
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	N/A		
<i>Replication schedule</i>	Daily	N/A		



MS SQL databases

Remark:

- All databases containing user data should be configured to use 'Full Recovery' model. If not any transaction log backup will be converted to a differential backup.

	Bi-hourly Backup	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Transaction log	Differential	Full	Full	Full
<i>Includes</i>	All databases				
<i>Excludes</i>	None				
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)			365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
<i>Medium</i>	Disk				
<i>Cross-site backup</i>	Yes				
<i>Replication</i>	Yes			No	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)			N/A	
<i>Replication schedule</i>	Daily			N/A	

Progress databases

	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Incremental	Full	Full	Full
<i>Includes</i>	Data path containing the exported progress database			
<i>Excludes</i>	None			
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)		365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days



<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	No
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	N/A
<i>Replication schedule</i>	Daily	N/A

Exchange

Remarks:

- By default datastore backups will be made to insure that the Exchange data can be recovered after logical corruption or loss of a datastore.
- It will be possible to perform granular restores by the Exchange administrator based on a datastore recovery.

	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Incremental	Full	Full	Full
<i>Includes</i>	All datastores			
<i>Excludes</i>	None			
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)		365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
<i>Medium</i>	Disk			
<i>Cross-site backup</i>	Yes			
<i>Replication</i>	Yes		No	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		N/A	
<i>Replication schedule</i>	Daily		N/A	

Oracle databases

Remarks:

- The Oracle Agent requires an operating system account and an Oracle user account.

Windows:

- The Local Administrator of the computer on which the Oracle database resides.
- The user must be part of the ora_dba group with read and write permissions on the Simpna folder.



- Note: when using Oracle 12c, grant full control permission for the Oracle home user for the Simpapa folder.

UNIX/Linux:

- Member of the user group assigned during the Agent installation. The operating system user account can also be used.

Oracle:

- An Oracle user account with the sysdba privilege can access the Oracle target database. Provide the account information as a connect string with the following connection details:
- The database user ID and password
- The Oracle Service Name (as defined in the tnsnames.ora file)

	Bi-hourly Backup	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Archivelog	Level 1 (differential incremental)	Level 0 (Full)	Level 0 (Full)	Level 0 (Full)
<i>Includes</i>	All instances				
<i>Excludes</i>	None				
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)			365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
<i>Medium</i>	Disk				
<i>Cross-site backup</i>	Yes				
<i>Replication</i>	Yes			No	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)			N/A	
<i>Replication schedule</i>	Daily			N/A	



3.4. Extended BO

OS and File systems

	Daily Backup	Weekly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days
<i>Backup level</i>	Incremental	Full
<i>Includes</i>	All disks including System state	
<i>Excludes</i>	Cegeka standard excludes	
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)	
<i>Medium</i>	Disk	
<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	
<i>Replication schedule</i>	Daily	

Specific data

For some data it may be feasible to have longer retention, like files on a fileserver.

	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup	
Backup Frequency	Every 24 hours	Every 7 days	Every month	Every year	
Backup level	Incremental	Full	Full	Full	
Includes	Specific disks or data paths				
Excludes	Cegeka standard excludes				
Retention	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)		365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days	
Medium	Disk				
Cross-site backup	Yes				
Replication	Yes		No		
Replication retention	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		N/A		
Replication schedule	Daily		N/A		



MS SQL databases

Remark:

- All databases containing user data should be configured to use 'Full Recovery' model. If not any transaction log backup will be converted to a differential backup.

	Transaction Backup	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
Backup Frequency	08:00 18:00	Every 24 hours	Every 7 days	Every month	Every year
Backup level	Transaction log	Differential	Full	Full	Full
Includes	All databases				
Excludes	None				
Retention	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)			365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
Medium	Disk				
Cross-site backup	Yes				
Replication	Yes			No	
Replication retention	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)			N/A	
Replication schedule	Daily			N/A	

Progress databases

	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Incremental	Full	Full	Full
<i>Includes</i>	Data path containing the exported progress database			
<i>Excludes</i>	None			
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)		365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
<i>Medium</i>	Disk			



<i>Cross-site backup</i>	Yes	
<i>Replication</i>	Yes	No
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)	N/A
<i>Replication schedule</i>	Daily	N/A

Exchange

Remarks:

- By default datastore backups will be made to insure that the Exchange data can be recovered after logical corruption or loss of a datastore.
- It will be possible to perform granular restores by the Exchange administrator based on a datastore recovery.

	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Incremental	Full	Full	Full
<i>Includes</i>	All datastores			
<i>Excludes</i>	None			
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)		365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
<i>Medium</i>	Disk			
<i>Cross-site backup</i>	Yes			
<i>Replication</i>	Yes		No	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)		N/A	
<i>Replication schedule</i>	Daily		N/A	

Oracle databases

Remarks:

- The Oracle Agent requires an operating system account and an Oracle user account.

Windows:

- The Local Administrator of the computer on which the Oracle database resides.
- The user must be part of the ora_dba group with read and write permissions on the Simpana folder.
- Note: when using Oracle 12c, grant full control permission for the Oracle home user for the Simpana folder.



UNIX/Linux:

- Member of the user group assigned during the Agent installation. The operating system user account can also be used.

Oracle:

- An Oracle user account with the sysdba privilege can access the Oracle target database. Provide the account information as a connect string with the following connection details:
- The database user ID and password
- The Oracle Service Name (as defined in the tnsnames.ora file)

	Bi-hourly Backup	Daily Backup	Weekly Backup	Monthly Backup	Yearly Backup
<i>Backup Frequency</i>	Every 2 hours during business hours	Every 24 hours	Every 7 days	Every month	Every year
<i>Backup level</i>	Archivelog	Level 1 (differential incremental)	Level 0 (Full)	Level 0 (Full)	Level 0 (Full)
<i>Includes</i>	All instances				
<i>Excludes</i>	None				
<i>Retention</i>	30 days and 4 cycles (Max. Retention = 36 days Min. Retention = 30 days)			365 days and 12 cycles (Max. Retention = 371 days Min. Retention = 365 days)	2555 days
<i>Medium</i>	Disk				
<i>Cross-site backup</i>	Yes				
<i>Replication</i>	Yes			No	
<i>Replication retention</i>	14 days and 2 cycles (Max. Retention = 20 days Min. Retention = 14 days)			N/A	
<i>Replication schedule</i>	Daily			N/A	

3.5. Do not backup

Not all assets need to be taken into backup. All data on servers using this policy will need to be regenerated / copied from elsewhere in case of a disaster.



4. BACKUP CONSISTENCY

This chapter describes the application and platform specific demands which are necessary to get a better insight in the backup, restore and/or recovery. By getting an in-depth view in the application / platform, it will be possible to create a more detailed and concrete backup policy.

Some examples:

- Consistent platforms with multiple servers
- Applications without specific backup agents
- More frequent backup with critical applications
- Backups with (complex) pre- and post-scripts
- Time frame during which backups should not be executed because of high performance impact on the application / platform.

Particular time frames for backups as requested in CO 457717:

Server name	Backup between
SVRVRGCSP01	00:30 - 05:30
RVR-WFM-SQL1	02:05-04:55
SVRVRWFMCP01	02:05-04:55
RVR-WFM-AE01	00:30 - 05:30
RVR-WFM-FG01	02:05-04:55
SVRVRBOAPP01	Mon - Sat 22:00 - 02:00
SVRVRBOAPP01	Sunday 20:00-24:00
SVRVRBOSQLP01	Mon - Sat 22:00 - 02:00
SVRVRBOSQLP01	Sunday 20:00-24:00
SVRVRWEBP01	02:05-04:55
SVRVRSHSPI03\I03 - Database-cluster3 (2012)ERA,RIS en GCS	00:30 - 05:30
SVRVRSHSPI03\I03 - Database-cluster3 (2012) MijRvR	02:05-04:55

Notes:

SQL backups for servers RVR-WFM-SQL1 and SVRVRBOSQLP01 are managed by Capgemini.

Server SVRVRWEBP01 must be restarted on Monday at 05:30 am (backup must not run during this time).

Transaction log backups for databases on SQL instance SVRVRSHSPI03\I03 can run outside requested windows - this is to prevent log partition to get full (transaction logs are deleted after backup)

Currently no consistency requirement concerning are identified.





5. RESTORE / RECOVERY

The general restore/recovery terms and conditions are described in the document “Service Description Backup - General terms and conditions”.

This document is published on the Cegeka portal together with all other backup service related documentation:

<https://portal.cegeka.com/bp/SharedServPortf/Backup/SitePages/Default.aspx>

Any deviations from the restore and recovery terms and conditions need to be validated with the STAID Data management backup team prior to being documented in this section.





6. DISCLAIMER

6.1. Retention

Cegeka has defined 2 fulls + 12 incremental back-ups (2 weeks) as the bare minimum for a sound backup strategy. Cegeka will waive any liabilities for restores when these guidelines are not followed by the customer in the approved back-up plan.

Exception:

ILB-Basic - For this backup type we defined specific retention schemas that are purpose build and do not necessarily comply to the 2 week minimum retention listed above. Please refer to the [“Service Description extension - Virtual server backup”](#) document on the portal for more details.

7. ADDENDUM

The latest service related documents can be found on the Cegeka portal:

<https://portal.cegeka.com/bp/SharedServPortf/Backup/SitePages/Default.aspx>

