

Cloud Service Description

Back Ups, Disaster Recovery and Business Continuity Services

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Cloud Service Descriptions





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Revision Details

Table 1: Revision Details

Description of Change	Version	Date	Author
Initial Version	2012-01	01/11/2011	Jürgen R. Weiss
Changes to Telephone number	2016-01	01/05/2016	Christiane Fendler
Update of Services	2019-01	01/11/2011	Vanessa Maresch





1. Definitions

Back Up: a copy of a file or other item of data made in case the original is lost or damaged.

Disaster Recovery: involves a set of policies, procedures and tools to enable the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster.

Business Continuity: defined as the capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.

Recovery Time Objective (RTO): is the targeted duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.

Recovery Period Objective (RPO): is the maximum targeted period in which data might be unavailable from an IT service due to a major incident.

2. Terms and Conditions

2.1 In addition to Salt's Service Description General Terms and Conditions, the Customers', Resellers' or its Customers' use of the Services described in this document are subject to the additional terms and conditions as described in this document. Should any Section or provision of this document contravene with any Section of the Salt's Service Description General Terms and Conditions, the provisions of this document will supersede.

2.2 Please note that although the services described herein are inclusive services, the Customer selects the combination of services required for their business operational requirements to be met. Not all services indicated are covered in this specific Service Description. It is indicated which Service Descriptions are referred to in this document.

Table 2: Services enabling Outcomes

Service	1 - Back Up	2 - Disaster recovery	3 - Business Continuity
Backup Management – Backup Service	Select at least one service - Required	Select at least one service - Required	Select at least one service - Required
OR			
VM Back Up			
with			
Backup Management (must subscribe to 06. Support Services)			
Internet Access (must subscribe to Internet Access as defined in 04. Salt Internet, Interconnect and S2SC Service)	Select at least one service - Required	Select at least one service - Required	Select at least one service - Required
OR			
Interconnect (must subscribe to Interconnect as defined in 04. Salt Internet, Interconnect and S2SC Service)			
OR			
S2SC (must subscribe to S2SC as defined in 04. Salt Internet, Interconnect and S2SC Service)			
OR			
Customer Supplied and Managed Link (this may impact the RTO and RPO since it is not under Salt direct control or management)			
Rack Space (must subscribe to 05. Salt Hosting Service)		Select at least one service - Required	Select at least one service - Required
OR			
Virtual Private Servers (VPS/VM's) (must subscribe to 03 Salt Server Services Service)			
Periodical Testing (once every three months)		Required	Required
Monitoring Management (Service specific)		Required	Required
Support Services (must subscribe to 06. Support Services Service)		Required	Required
Office Recovery Infrastructure / Work Area Recovery (WAR)			Required

2.3 If the business RTO and RPO is less than 15 minutes, all services indicated in Column 3, in Table 2, must be subscribed to.

2.4 If the business RTO and RPO is more than 15 minutes but less than 1 hour, the services in all services indicated in Column 2, in Table 2, must be subscribed to.





- 2.5 If the business RTO and RPO is less than 1 week, the services in all services indicated in Column 1, in Table 2, must be subscribed to.
- 2.6 Third Party Connectivity (Telecom, Paratus, etc) may impact RTO and RPO since it is not under Salt's direct control or management.

3. Back Up Service

3.1 Introduction

- 3.1.1 The Back Up Service enables Customers to backup data from, but not limited to, Files, Microsoft Exchange Server, Microsoft SQL Server, Oracle Database Server, MySQL Database Server, Lotus Domino, Lotus Notes, Hyper-V and VMware, or other as specified by the Customer to the Back Up Service System, at the SALT Data Centre or Points of Presence, via a dedicated connection or via the Internet.
- 3.1.2 Connectivity required for the back up, is covered in *Service Description 04. Salt Internet, Interconnect and S2SC Services* but it's service availability may impact Back Up Service performance.
- 3.1.3 Salt cannot be held liable or responsible if Back Ups are impacted by Connectivity outside of the Salt's Local Area Network.

3.2 Deliverables

- 3.2.1 Depending on the source of the Back Up software, Salt will provide the access or the account details and related client Software to the Customer.
- 3.2.2 Upon request Salt will install and configure the Back Up Service client software on the Workstations and/or servers of the Customers for which the Customer has subscribed to, at an additional Fee.
- 3.2.3 Data that the Customer selects via the Back Up Service will be backed up to disk storage only, unless the Customer specifies and requests alternative storage system e.g. Tape Storage.
- 3.2.4 The default Retention Period of the Customer's data on the Back Up Service is 365 (Three Hundred Sixty Five) days.
- 3.2.5 Back Up Service includes the Licenses required for this Service.
- 3.2.6 An automated report indicating job status (success or failure of Back Up) is sent to the predefined email address of the Customer Representative.
- 3.2.7 Salt will set in motion a random test and restoration of backups every 6 months. The test and restore is dependent on the Customer's availability and co-operation.

3.3 Responsibilities

- 3.3.1 The Customer is responsible for the installation, configuration and operation of the Back Up Service client Software, unless the Customer requests Salt to do so on their behalf. This will be at an additional fee. Such request must be in writing by sending an email to assist@salt.na from an authorised representative of the Customer. The Customer must ensure that they receive confirmation in writing from a Salt representative.
- 3.3.2 The Customer is responsible for safe keeping of any password being used in the operation of the Back Up Service (encryption) and must be kept securely and safely, as without the password no reverse encryption is possible.
- 3.3.3 The Customer is responsible for the monitoring of the success or failure of the backups carried out using Back Up Service.
- 3.3.4 Back Up failures caused by outages of the communication media (dedicated link or Internet) are excluded from the Service Level Guarantee.
- 3.3.5 The Customer is responsible to provide connectivity required for the back up, either with their own ISP or connectivity partner, or by subscribing to *Service Description 04. Salt Internet, Interconnect and S2SC*.
- 3.3.6 The Customer is responsible for any restores of data backed up using the Back Up Service. Should the customer instruct Salt to perform a restoration of backed up data, it will be charged as an additional Fee.
- 3.3.7 Salt will send email notifications to the Customer Representative as indicated in 3.2.6 above. Should there be changes in the contact details, it is the customer's responsibility to share this and receive a confirmation that this change was made on Salt's systems, in writing from a Salt representative. The Customer must ensure that they receive confirmation in writing from a Salt representative.
- 3.3.8 Should a back up job fail, and the Customer requires Salt to restart the back up, the request must be communicated to Salt in writing by sending an email to assist@salt.na and the customer is to retain the communication that it was confirmed by Salt to do the restore. This will be at an additional charge.
- 3.3.9 Any changes in contact details of the Customer Representative must be communicated to Salt in writing by sending an email to assist@salt.na and the Customer must ensure that they receive confirmation in writing from a Salt representative.
- 3.3.10 Any changes in the requirements of Back Up Services and/or Selections must be communicated to Salt in writing by sending an email to assist@salt.na at least one day prior to the requirement of the changes. The Customer must ensure that they receive confirmation in writing from a Salt representative.





4. Disaster Recovery

4.1 Introduction

- 4.1.1 The Disaster Recovery Service enables a Customer's production environment to be restored onto a disaster recovery platform, to enable IT systems to resume and services to be restored as per the Customer's RPO's and RTO's.
- 4.1.2 Connectivity required for the restoration of service and/or systems, is covered in *Service Description 04. Salt Internet, Interconnect and S2SC Services* or by the customer's service provider, but its service availability may impact service and/or system performance.
- 4.1.3 Salt cannot be held liable or responsible if restoration timelines or system performance impacted by Connectivity outside of Salt's Local Area Network.

4.1 Deliverables

- 4.1.3 Salt will set up, configure and maintain the Disaster Recovery Service in conjunction with the Customer, and other involved third-party service providers, based on the defined, signed off Scope of Work.
- 4.1.4 The service can be delivered either in Salt's Data Centre, Salt's Points of Presence or the Customer's nominated location. If it is the customer's nominated location, the hardware, software and other systems or infrastructure must be assessed and approved by Salt to host DR.
- 4.1.5 Salt will ensure that data and systems hosted in Salt's Data Centre or Salt's Points of Presence is made available for restoration within the timeframe specified as determined by the Customer's RPO's and RTO's in the signed off Scope of Works.
- 4.1.6 Disaster Recovery Services hosted in the Salt Data Centre and Points of Presence service guarantee is 99.8% uptimes. These uptimes are dependent on the availability of all services provided by third parties.
- 4.1.7 Salt will set in motion a test of the fail over system once every three months, unless otherwise specified by the customer. The quarterly testing is dependent on the Customer's availability and co-operation.
- 4.1.8 Reports of testing done will be submitted to the customer for sign off within 5 working days from the test date.

4.2 Responsibilities

- 4.2.3 The Customer is responsible to ensure that access to all required software, systems and personnel is made available to Salt.
- 4.2.4 If the Customer operates its own production environment, the Customer is responsible for advising Salt when a disaster occurs, and DR must be invoked. The Customer's authorised representative must send an email to assist@salt.na, and the Customer is to retain the communication that it was confirmed by Salt to start the process. In the instance where the failure renders the Customer without email, the Customer can call the helpdesk at +26461443399 or the standby number after hours (before 8:00 in the morning, after 17:00 in the evening, weekends and public holidays) +264811506000. Any support rendered in this process will be charged at the applicable rate and response times as indicated in *Service Description 06. Support Services*. Reports will be shared 5 working days after each incident.
- 4.2.5 Salt is responsible for the monitoring of our own platforms. Reports of replication or other instances of jobs being done to ensure system stability will be shared on a quarterly basis, at a Customer Relationship Management review.
- 4.2.6 DR failures caused by outages of the communication media (dedicated link or Internet) are excluded from the Service Level Guarantee.
- 4.2.7 The Customer is responsible to provide connectivity required for DR, either with their own ISP or connectivity partner, or by subscribing to *Service Description 04. Salt Internet, Interconnect and S2SC*.
- 4.2.8 Should there be changes in the contact details, it is the customer's responsibility to share this and receive a confirmation that this change was made on Salt's systems, in writing from a Salt representative. The Customer must ensure that they receive confirmation in writing from a Salt representative.
- 4.2.9 Should any incidents occur impacting the DR service, an incident report will be shared within 5 working days from the incident, to the Customer Representative's indicated email address. It is to be noted the delivery period may be impacted when third parties are involved.
- 4.2.10 Any changes in contact details of the Customer Representative must be communicated to Salt in writing by sending an email to assist@salt.na and the Customer must ensure that they receive confirmation in writing from a Salt representative.
- 4.2.11 Any changes in the requirements of DR, changes in software, systems, processes or anything that may impact DR, must be communicated to Salt in writing by sending an email to assist@salt.na, as far as is possible, before such change is affected. The Customer must ensure that they receive confirmation in writing from a Salt representative that Salt acknowledges the change.

5. Work Area Recovery

5.1 Introduction

- 5.1.1 Work Area Recovery (WAR) provides the space and facilities for the Customer's personnel to continue their work from a nominated Salt location, in the event of their own office facilities becoming unavailable.





5.2 Deliverables

5.2.1 Salt makes available the facilities upon acknowledging receipt of the request, as and when required by Customer, within business hours. Business hours are from 8:00 until 17:00 Monday's to Fridays. Should access be required on Saturday's, Sundays and public holidays, an additional fee for after hour access will be charged as per Service Description 06. Support Services.

5.2.2 Facilities include:

- Air-conditioned Room
- Free Parking
- Restrooms
- Canteen area
- 12 x Desktops
- Projector
- Flipchart
- Shared Reception Area

5.2.3 Connectivity will be charged as per *Service Description 04. Salt Internet, Interconnect and S2SC*.

5.3 Responsibilities

5.3.1 Salt is responsible to provide stand-by office infrastructure which can be utilised by the Customer in the event of a disaster. Disasters such as fires or water leakage, can make the physical environment where users work impossible. In such cases, Salt provides work space for up to 12 users. The facilities including one colour laser printers, ten phone and fax extensions including headsets/phones. The workstations will be installed according to the customer's requirements as determined in the functionality requirements phase.

