

Responsiv Cloud Backup Service

RA002BM-PD

Product Description



Responsiv Cloud Backup Service

Responsiv Cloud Backup Service (RC-BS) is added to any Responsiv Cloud Platform to provide a secure backup of user data.

Backups can be used by customers to recover their applications and user data to a point in time at their discretion.

Responsiv Cloud Platforms are protected using redundant disk arrays, multiple servers, and virtualisation that allows servers to be moved around in the event of hardware failure. Our platforms are also backed up (snapshot) to remote storage to help us to recover in the worst case. These backups are not available to customers.

This product description describes the key features, functions, and capabilities of the product or service. It is not intended to fully document the product or to provide support.

Audience

This description is for architects and technical specialists to give a high-level, brief description of the product or service. It is intended to be used to inform users of the broad functions and scope of capability. Refer to linked product documentation for details. Responsiv reserve the right to change the specification at any time and without notice.

Obligations

This document is not an offer or contract. Neither Responsiv nor you have any obligations or liability to the other unless our authorized representatives enter into a separate definitive written agreement. Terms included in this document are not binding unless they are included in such a written agreement.

Observations and recommendations in this document are based on our opinions, experience, and knowledge of the product. Responsiv makes no representation as to accuracy or fitness for purpose.

Underlying Software

This description is for a Responsiv product that is implemented using a combination of capabilities delivered by pre-existing products. References to those products and their documentation are required to improve understanding of the capabilities that are available and how to access them using the available tooling. Responsiv makes no claim that our product provides all documented features. If a feature is of particular interest, please seek clarification with Responsiv.

Responsiv provide and support all software embedded in this product.

Table of Contents

RESPONSIV CLOUD BACKUP SERVICE 2

 AUDIENCE 2

 OBLIGATIONS 2

SERVICE OVERVIEW 4

ACCESSING THE SERVICE 5

FEATURES 5

 RESPONSIV CLOUD SECURITY SERVICE (RN0002C) 5

 BACKUP CAPABILITY..... 5

 SERVICE COVERAGE 5

OPTIONAL SERVICES 6

 RT00094 RESPONSIV ASSIST FLEX SUPPORT 6

 RA0029K RESPONSIV CLOUD STORAGE EXPANSION..... 6

DEVELOPER AND ADMINISTRATOR TOOLING 6

SUPPORTED PROTOCOLS 6

SERVICE MANAGEMENT 7

ARCHITECTURE 8

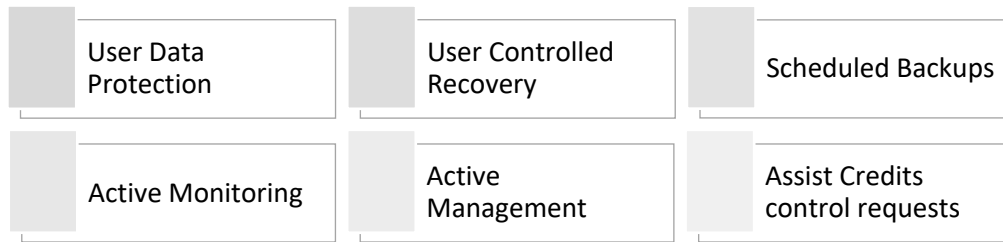
 SERVICE LOCATION 8

 SECURITY FEATURES..... 8

Service Overview

Responsiv Cloud Backup Service (RC-BS) uses backup agents on the cloud platform to backup user and data on a weekly rotation. The service performs a full back up each week, followed by incremental backups each day. Data is sent to a “backup repository” to be available if requested. Each backup is stored for thirty (30) days or until the available backup storage is exhausted.

The service includes up to 6 recoveries per year. This service protects against software and hardware failure, and logical corruptions while making data available for recovery. This service may be customised to allow selected databases to be recovered to a point in time.



Responsiv Cloud Backup Service is available for all Responsiv Cloud Platforms and Services, including Custom Services.

User Data Protection and User Controlled Recovery

Responsiv Cloud Backup Service assures that a backup is created of user data, that can be used to recover that data to a defined time.

Return to operation for Responsiv Cloud Platforms does not include recovery of user data. Responsiv will take reasonable steps to recover user data using our standard recovery backups and tooling. This service extends the possibilities for recovery.

Users can request for a Responsiv Cloud Platform be returned to a state at some time in the past. This allows recovery after a database corruption or significant operational incident. An allowance is included for support and data recoveries.

Active Monitoring and Management

Responsiv actively manage this service to assure that software is upgraded and patched, and that the service is functional.

Accessing the Service

The service is hosted in Responsiv datacentres located in the UK and accessible over the public Internet through our website portal (<https://responsiv.co.uk/support-hub/support/>). Authorised users raise tickets and interact with support engineers using the web portal. Refer to Terms and Conditions.

API Connections

Responsiv Assist can be accessed using Support API to raise service requests. (See optional products).

User Connections

All support services can be accessed through the website portal (<https://responsiv.co.uk/support-hub/support/>). Users are registered with the Responsiv Cloud Security Service, which intercepts all user traffic to protect the system. A single set of credentials to access Responsiv Cloud, Responsiv Assist, and Responsiv Asset Downloads.

Cloud Users

Cloud users can configure federated trust relationships between the Responsiv Cloud Security Service and their internal identity stores and certificate authorities. The result is that suitably authorised users will be able to use their existing credentials to access Responsiv Assist without being challenged for security credentials.

Responsiv Assist Flex Support can be used to extend cloud platform support to include applications running on those platforms. In this case, service requests can be raised directly from the cloud platform.

Features

Responsiv Assist Flex Support is a remote support service governed by "assist-credits". Each credit entitles the user to a fixed number of minutes of support effort. Each ticket raised uses a minimum of one credit. Credits can be used to request any combination of remote services featured here.

Responsiv Cloud Security Service (RN0002C)

Integrates to Responsiv Cloud Security Service for administrative access. Only Responsiv administrators have access to the service for data recovery operations and configuration changes.

Responsiv Cloud Security Service is described in "RN0002C Responsiv Cloud Security Service". It provides attribute-based access control (ABAC), which uses information about the subject rather than predefined roles to determine authorisation. Role-based access control (RBAC), which uses predesignated roles to determine access to resources. User-based access control (UBAC), which assigns permissions to individual users, and Context and Time-based access control (CBAC).

Backup Capability

The Responsiv Cloud Backup Service includes:

- Scheduled backup of all virtual servers
- Management and Monitoring of scheduled backups including periodic verification check
- Restoration of environment in the event of a failure
- Responsiv Assist Flex Support contract for client requests.

Responsiv makes no commitment or representation that recovery from a failure is possible, or that data will be in a suitable state for recovery. Limits and exclusions from the service

- Minimum of 5 Assist credits must be available to request an environment restore.
- Responsiv reserve the right to carry out root cause analysis of environment failures.
- Recovery of environments from a failure caused by client code or use of the platform will be treated as a client requested restore and will be deducted from the Responsiv Assist Flex Credits.
- Backups will be maintained for 30 days or exhaustion of disk storage. At this point older backups will be overwritten.
- The service will pause if insufficient storage is available for a new backup to be performed

Service Coverage

This service is attached to each environment of the cloud platform to service all parts of the platform. Data allowances for backup storage is calculated for the platform rather than individual environments.

- **Production** Data backed up.
- **User Test** Data backed up.
- **Development** Data backed up.

Optional Services

RT00094 Responsiv Assist Flex Support

Annual agreement that allows customers to make service requests asking for help with development, designs, problem resolution, and other mentoring and support subjects. You may request support with recovering from an incident, however this service does not offer and is not strictly suitable for incident response. (See Responsiv Assist Advanced Support).

RA0029K Responsiv Cloud Storage Expansion

Responsiv Cloud Storage Expansion extends an existing Responsiv Cloud Platform to increase the disk space available for allocation to any part of the platform. Responsiv will allocate the space to areas of the platform that require additional storage. Storage added to platforms that fall into the scope of an active Responsiv Cloud Backup Service agreement will be included in that agreement without further charges.

Developer and Administrator Tooling

Customer can request a backup be recovered for inspection or for the platform to be recovered to a point in time. The mechanism for this is to raise a ticket with Responsiv Assist.

Responsiv will endeavour to recover close to the time specified and manually agree and organise recovery.

Supported Protocols

N/A

Service Management

Responsiv manages this service, including active health monitoring, patching, upgrades, and general maintenance. The service is available 7x24.

Service Preparation

This service is prepared by configuring backup agents on appropriate parts of the parent platform, allocating backup space, and configuring security and backup schedules.

Service Level Agreement

This service is supported by Responsiv from our UK offices.

The service includes product/platform support only and is triggered by automated monitoring built into the platform or manually accessed from our website <https://responsiv.co.uk/support-hub/support/>.

The service level agreement (SLA) for Responsiv Cloud services (RL000F6 Responsiv Support Services Addendum v1.0) can be found here: <https://responsiv.co.uk/wp-content/uploads/2023/11/TC-RL000F6-Aug2023-Responsiv-Support-Services-Addendum-v1-0.pdf>. The SLA defines support available for the platform including support hours of availability, response times, severity level, Service Down definition, the claim process and other support information. Responsiv provides the Customer with the following availability service level agreement (SLA). Responsiv will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below.

Format and Charging Measures

This product is available in the following formats:

- Cloud Platform extension

This product supports charging by assist-credits. Entitlements use a combination of charging measures that are appropriate to the intended purpose.

Architecture

The Responsiv Cloud Backup Service consists of an independent backup server that is connected to individual cloud platforms using secure agents. Data is encrypted for transfer and stored in an encrypted archive.

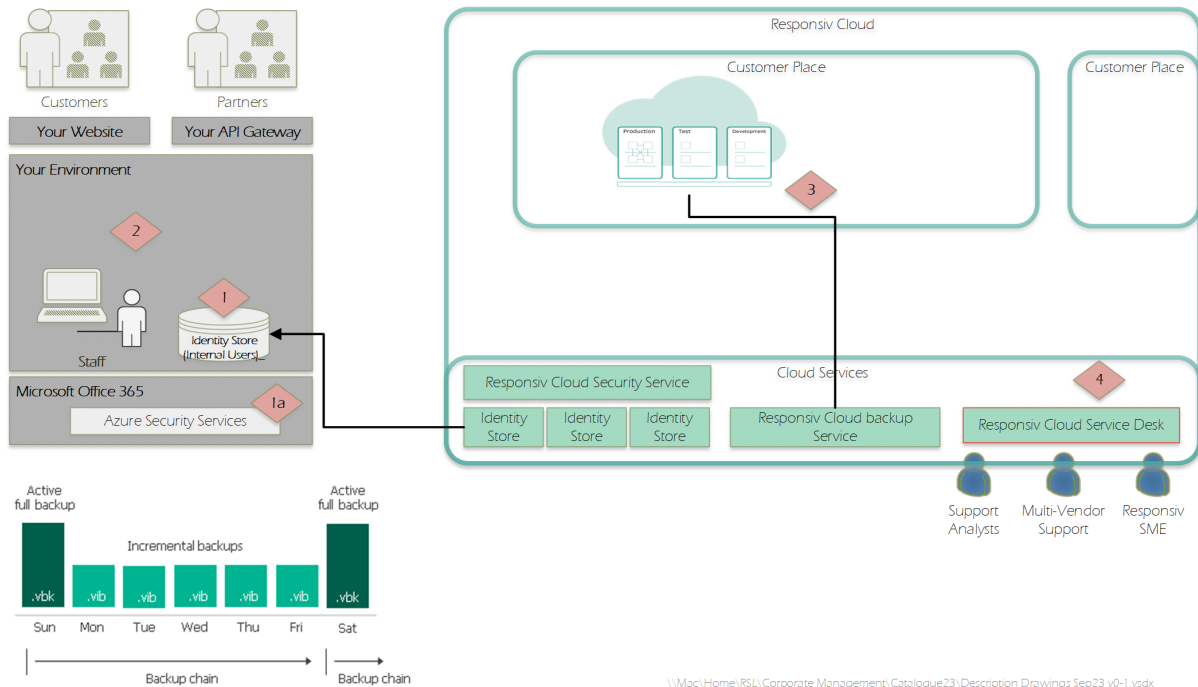


Figure 1; Responsiv Cloud Backup Service Architecture.

Agents are placed in the target cloud platform [3] and configured to securely send data to the Responsiv Cloud Backup Service. Users [2] can access the service by raising tickets with the Responsiv Service Desk [4]. Recovery is a manual task performed by Responsiv.

This product is used in conjunction with a single instance of an existing Responsiv Cloud Platform (Parent Platform) and is subject to the terms of that platform. Multiple cloud platforms require separate backup arrangements.

The Responsiv Cloud Backup Service includes Scheduled backup of all virtual servers, Management and Monitoring of scheduled backups including periodic verification check, Restoration of environment in the event of a failure, and Responsiv Assist Flex Support contract for client requests.

Includes up to 3TB of backup storage space on a RAID protected Disk, and Backup Agents for Cloud Platform servers.

Service Location

This is a UK based cloud service hosted in the Responsiv Cloud. Facilities are Tier-3 datacentres with 24x7 security, multiple power providers including onsite diesel backup.

Security Features

Security is provided by the Responsiv Cloud Security Service. This means that your SSO credentials can be used to download software, and to access this and other authorised cloud services.

Responsiv Cloud Security Service allows you to create Responsiv users by registering your staff in the service, or to connect the service to your existing user directories and nominating groups (roles) to have specific access to Responsiv services. If you prefer, a federated trust can be established between Responsiv and your existing security provider. Federated trust allows us to trust your certificates, and for your staff to login once, for example to their desktop or intranet, and to access Responsiv services without further challenge.

Connections established and managed by the Service Customer Content are encrypted when transmitted by the Service on any public networks.