



## ITOPS-001 - Backup and Restore

As a recovery point, backups are worked with the AWS Backup service with backup plans according to the need of the workload.

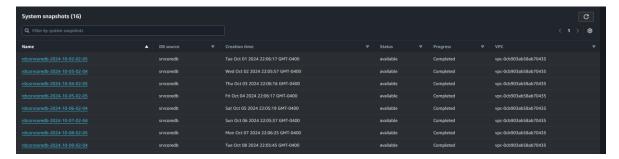
Based on the retention policies and recovery procedures we implemented with the client, and based on the criticality of the information in this project and the metrics obtained, the following were agreed upon with the client:

RPO: 24 hours

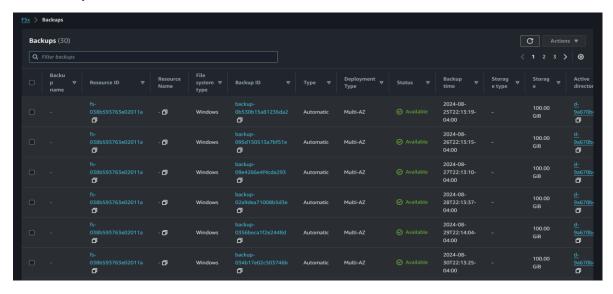
RTO: 2 hours

## Backup DB (RDS)





#### **FSx Backup**



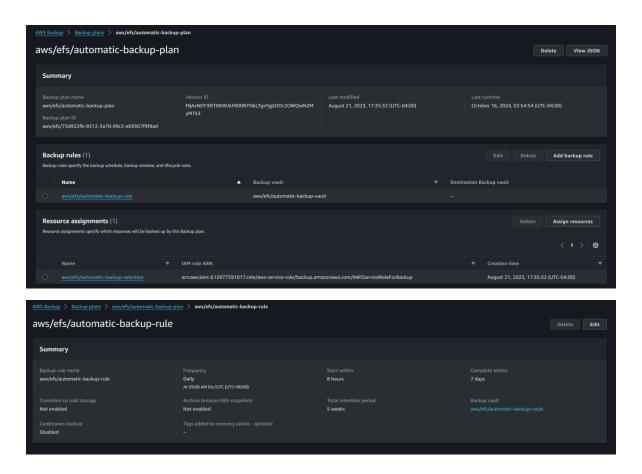




Daily backup processes are established for the EBS volumes



### **Backup Automation Plan**



SegurosPatria has been present throughout all phases of the project and has been provided with the know-how to understand the platform's infrastructure and administration.

The client has been present throughout the platform deployment and development, providing training on architecture, service configuration, troubleshooting procedures, and an updated diagram of the deployed architecture.

The meeting was conducted in a series of sessions via Microsoft Teams.





# **Acknowledgment & Acceptance**

Please sign below to acknowledge that you've received, reviewed, and understood the security responsibilities.

Customer Name: _	
Signature:	
Date:	