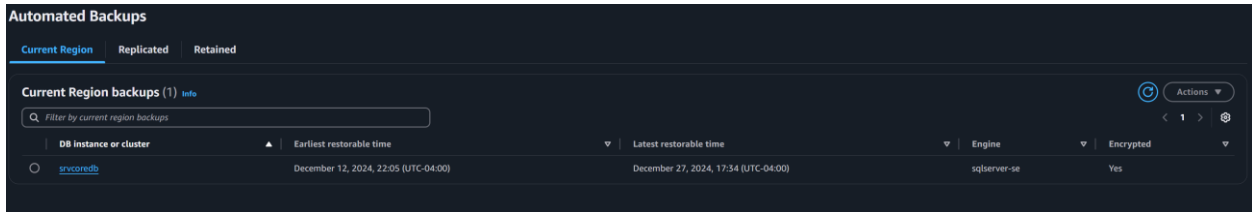


## OPE-002 - Define a customer runbook/playbook to guide operational tasks

For the operative management of the services used, a series of sessions have been executed in which the configuration is reviewed and validated in conjunction with the Seguros Patria team.

Daily backup processes are established for both the EBS volumes of the EC2 instances and the DBs.



The screenshot shows the 'Automated Backups' console in AWS. It has tabs for 'Current Region', 'Replicated', and 'Retained'. The 'Current Region' tab is active, showing 'Current Region backups (1)'. Below this is a search bar and a table of backups. The table has columns for 'DB instance or cluster', 'Earliest restorable time', 'Latest restorable time', 'Engine', and 'Encrypted'. One backup is listed for 'srcvcmdb' with an earliest restorable time of 'December 12, 2024, 22:05 (UTC-04:00)' and a latest restorable time of 'December 27, 2024, 17:34 (UTC-04:00)'. The engine is 'sqlserver-se' and it is encrypted.

DB instance or cluster	Earliest restorable time	Latest restorable time	Engine	Encrypted
srcvcmdb	December 12, 2024, 22:05 (UTC-04:00)	December 27, 2024, 17:34 (UTC-04:00)	sqlserver-se	Yes

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, which were recorded by the client's team.**