
BOC Cloud Services - Backup and Restore



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Acronyms

Acronym	Description
RPO	Recovery Point Objective
RTO	Recovery Time Objective

1 Introduction

The BOC Management Office tools store data in relational databases. To protect the data in cases of unintended deletion or modification as well as in disaster scenarios where the productive data sets are lost or corrupted, a robust backup and restore procedure has been implemented within the BOC Cloud Services platform.

2 Databases

The data for every Enterprise Edition account is stored within a dedicated database. The data of ADONIS Starter Edition accounts is stored in a shared database. These databases are covered by the following backup strategy:

Full Backups	<ul style="list-style-type: none"> Automated Weekly
Differential Backups	<ul style="list-style-type: none"> Automated Daily
Destination	<ul style="list-style-type: none"> File share in primary data center Instantly replicated to an object storage in recovery site
Retention	<ul style="list-style-type: none"> 90 days
RPO	<ul style="list-style-type: none"> 24 hours
RTO	<ul style="list-style-type: none"> According to standard SLA for service requests
Restore Type	<ul style="list-style-type: none"> Full database restore Either in-place, or In a separate database with web access
Monitoring	<ul style="list-style-type: none"> Successful backup within last 24 hours for all databases Backup destination file space
Explicit deletion	<ul style="list-style-type: none"> Possible except for ADONIS Starter Edition Requires an authorized service request