

## Service Schedule – Backup of Servers, Cloud Services and Workstations

Service Schedule Name:	Backup of Servers, Cloud Services and Workstations
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Reference Location	<a href="http://www.cambridgenetworks.co.uk/terms/backup-services-v2-01">www.cambridgenetworks.co.uk/terms/backup-services-v2-01</a>

### Summary

Backups are a vital part of running an IT system. They ensure that if a server or other system fails, that the data can be restored to a replacement system. Backups also provide protection such that if an attacker compromises the systems, that data can be restored to a “known good” point in time prior to the attack.

Cambridge Networks will manage the backup of specified systems, ensuring that backups happen at an appropriate frequency, and that validating that the backups are working and can be restored when required.

There are a range of systems that Cambridge Networks can back up. The Agreement only covers the backup of the types (Server, Cloud or Workstation) of systems as specified on the Approved Quote or monthly Invoice. The types of backup and service included is defined in the Definitions section below.

Many companies overlook the importance of doing test restores. To ensure the Customer can be confident that backups are fully functional, Cambridge Networks will perform a “Test Restore” twice per year.

Optionally, Customers may include “Disaster Recovery” in the Server Backup service. This ensures that if the customer suffers a disaster, they can have their data restored to a loan server which can be delivered to the customer site for up to 2 weeks, giving the customer time to buy a new server, or cope with the disaster in other ways. The period of loan server can be extended if necessary, for an additional charge.

### Description of Services

- **Service Type: Server Backup**
  - If the Quote/Monthly Invoice includes partcode starting “CNW-BAK-SRV” then:
    - Cambridge Networks will manage the backup of the quantity of servers specified, checking each working day that backups are working, and resolving issues if they are discovered.
    - Backups will be performed at least every 4 hours during working hours to a local storage device “NAS” at the customer premises. Although the contracted commitment is to back up every 4 hours, normally backups will be configured to be taken each hour where possible.
    - Cambridge Networks will provide a 2TB NAS and UPS to the customer site as part of the service. These will remain the property of Cambridge Networks and must not be used for other purposes.
    - Backups will be synchronised to an offsite backup at Cambridge Networks data centre at least every 4 hours. Best efforts will be used to ensure offsite backups occur each hour, although this will be dependent upon the Customer’s internet connection.
    - Backups will be retained for 3 months.
  - If the Quote/Monthly Invoice includes a partcode starting “CNW-BAK-SRV-BDR” then:
    - The service includes Server Disaster Recovery.

- Server Disaster Recovery means that if the customer suffers a significant failure of their server (e.g. fire, flood, theft, or if the customer is subject to a Cyber attack that means the server cannot be used), Cambridge Networks will provide a Loan Server for a period of up to 2 weeks, including delivery and installation to the Customer's primary site, with the most recently applicable backup restored to the server.
- If the Customer requests to invoke the delivery of a DR server, Cambridge Networks will use best efforts to start restoring the data to a loan server within 4 hours of the DR request, and to deliver the server to the Customer site within 4 working hours of the data being restored to the Loan Server.
- When a DR request has been started, customer should use best efforts to arrange a long term replacement server to be in place within 2 weeks (Cambridge Networks will quote for a replacement server if that is the likely solution – which will depend upon the actual disaster).
- If the customer requires the Loan Server for more than the initial 2 weeks loan period included in the DR service, this should be requested at least 3 days prior to the expiration of the 2 weeks loan period. Cambridge Networks will quote a weekly fee to extend the loan period when required.
- The DR service is designed to enable the customer to cope with disasters. It is not designed to provide a long term replacement, or to be used in place of hardware warranty from server vendors. If DR is invoked for a server more than twice in any 12 month period, Cambridge Networks reserves the right to request the customer to remediate the underlying root cause, to vary the price, or to charge for further invocations of DR.
- Test Restores of Servers:
  - Cambridge Networks will perform a "Test Restore" of each server to Cambridge Networks test servers in Cambridge Networks data centre, approximately every 6 months.
  - Each Test Restore will validate that the server boots and would be capable of being started. It will not test all services running on the server.
  - Cambridge Networks will record the total time taken to restore the server, which will provide an indication of how quickly the server could be restored in the case of a disaster.
  - The restored server will not be retained – once it has been tested to be working, the test server will be removed, in order for other servers to be test restored. The Customer will not have any ability to test the server themselves.
  - If the Customer wishes to be involved in a DR test themselves, for example to test accessing the server, or to test the customers overall Disaster response, the customer must request this from Cambridge Networks, and will be quoted as an additional charge service, including the provision of a loan server for the period of the test.
  - Customer can request to be notified when Test Restores have been performed, and may request a record of previous Test Restores.
- **Service Type: Microsoft 365 Backup**
  - If the Quote/Monthly Invoice includes partcode starting "CNW-BAK-M365-CUSR" and the customer has either a Server Backup service, or a backup management service indicated by partcode starting "CNW-BAK-365-CBP" then:
    - Cambridge Networks will manage the backup of data in Customers Microsoft 365 systems stored in E-mail, SharePoint and OneDrive.
    - Each user on Microsoft 365 should be included in their backup, therefore the quantity should match the number of users. If any users are not included in the backup, then any files created or updated by that user will not be backed up, even if a folder is being backed up.
    - Backup Allowance - if the partcode starts "CNW-BAK-M365-CUSR-100GB" the backup will include up to 100GB of data "Backup allowance" per user. If the "100GB" part of the partcode is replaced with another number, the backup Backup Allowance will be as specified in the description of the partcode.

- The total amount of data to be backed up will be the quantity of the partcode multiplied by the Backup Allowance.
- If the total data size on Microsoft 365 exceeds the Backup Allowance, the customer may request additional Backup Allowance to be added to the Backup Service. The amount of additional Backup Allowance will be indicated by a partcode starting “CNW-BAK-M365-CUSR-ADD100GB” with the amount of extra storage indicated in the partcode
- Test Restores of Microsoft 365 data
  - Cambridge Networks will perform a “Test Restore” of Microsoft 365 data approximately every 6 months, to test systems in Cambridge Networks data centre.
  - Each Test Restore will validate a sample subset of mailboxes and data. It will not test every mailbox
  - Cambridge Networks will record the total time taken to restore the data.
- **Service Type: Workstation Backup (Onsite NAS)**
  - If the Quote/Monthly Invoice includes partcode starting “CNW-BAK-WRK-BCO” and the customer has a Server Backup service then:
    - Cambridge Networks will manage the backup of the quantity of workstations (including laptops) specified, checking each working day that backups are working, and resolving issues if they are discovered.
    - Backups will be performed at least once per day during working hours to the customer NAS.
    - The Workstations will only get backed up when the workstation/laptop is turned on and connected to the onsite Customer network.
      - Cambridge Networks will not alert the customer for missed backups until at least 3 days of missed backups.
    - Backups will be retained for 3 months
  - Test restores are not included in the Workstation backup service.
- **Service Type: Third Party Backups**
  - Backups of systems other than those specified above are not included in the Backup service unless specified. If you have other systems that you would like Cambridge Networks to ensure are backed up please contact Cambridge Networks for a quote.

## Terms

Cambridge Networks Ltd provides a range of services to customers. Each quote may reference a Service Schedule which provides more detail of the deliverables of the service and any responsibilities of the customer, Cambridge Networks.

This Service Schedule defines a range of Backup services.

All terms and definitions are as defined in “Cambridge Networks Master Service Terms”. At date of publication, Cambridge Networks Master Service Terms is version v2.01  
<https://www.cambridgenetworks.co.uk/terms/Cambridge-Networks-MST-v2-01>