

Data Backup and Recovery SLA Sample

1. Introduction

This Service Level Agreement (SLA) outlines the scope, processes, and responsibilities regarding data backup and recovery services provided by [Service Provider] to [Client].

2. Scope of Services

- Automated data backups of designated systems and databases.
- Recovery of data in case of accidental deletion, corruption, or disaster.
- Secure storage and management of backup media.
- Periodic testing of backup and recovery procedures.

3. Backup Schedule

Data Type	Backup Frequency	Retention Period
System Files	Daily	30 days
Databases	Every 6 hours	14 days
Application Files	Weekly	90 days

4. Recovery Time & Point Objectives (RTO/RPO)

- **Recovery Time Objective (RTO):** 4 hours from incident report.
- **Recovery Point Objective (RPO):** Maximum data loss limited to last backup (up to 6 hours).

5. Service Availability

Backup and recovery services are available 24/7, excluding scheduled maintenance windows.

6. Client Responsibilities

- Ensure systems for backup remain accessible during scheduled backup windows.
- Report any incidents or data loss events promptly.
- Test recovery processes as scheduled with service provider.

7. Service Provider Responsibilities

- Maintain and monitor backup jobs and storage media.
- Respond to and resolve recovery requests within the agreed RTO.

- Provide reports on backup status and incidents upon request.

8. Reporting and Review

Backup logs and recovery tests will be reviewed monthly. SLA adherence will be evaluated in quarterly meetings.

9. Exclusions

- Backups of third-party systems not specified in scope.
- Recovery requests outside agreed hardware and software parameters.

10. Signatures

Service Provider: _____

Client: _____

Date: _____