Data Backup and Recovery Service Level Agreement (SLA)

Effective Date: _____

Between:

- **Provider:** [Managed IT Service Provider Name]
- **Client:** [Client Name]

1. Purpose

The purpose of this SLA is to define the standards, responsibilities, and procedures relating to data backup and recovery services provided to the Client by the Provider.

2. Scope of Services

- Automated daily data backups for designated systems
- Monitoring and maintenance of backup processes
- Data restoration services upon request
- Retention of backup data as per policy

3. Backup Schedule

Data Type / System	Backup Frequency	Retention Period
Servers	Daily (Full)	14 Days
User Workstations	Incremental Daily	7 Days
Critical Databases	Every 4 Hours	7 Days

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

Service	RTO	RPO
Servers	4 Hours	24 Hours
Critical Databases	2 Hours	4 Hours
User Workstations	8 Hours	24 Hours

5. Responsibilities

Provider Responsibilities

- Ensure backups are performed according to the schedule
- Monitor backup jobs and resolve failures
- Test data restoration at least quarterly
- Respond to restoration requests within agreed times

Client Responsibilities

- Notify Provider regarding changes to systems requiring backup
- Report loss of data or system failures promptly

- Work collaboratively during recovery procedures

6. Exclusions

- Backup of data not explicitly listed in the Scope of Services
- Restoration delays due to factors outside Provider control (force majeure)
- Corruption caused by malware or third-party unauthorized changes

7. Reporting and Review

- Monthly backup status reports provided to Client
- Quarterly SLA review meetings

8. Agreement & Signatures

By signing below, both parties acknowledge and agree to the terms of this Data Backup and Recovery SLA:

Provider Representative: _____
Date: _____

Client Representative: _____
Date: _____